



# **THE GILL MEDICAL CENTRE**

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## **The Gill Medical Centre**

### **Complaints Policy**

<b>Policy created</b>	<b>Policy reviewed</b>	<b>Policy reviewed by</b>	<b>Date of next review</b>
15.03.16			15.03.17
	19.04.17	D Johnson	19.04.18
	07.06.18	D Johnson	07.06.19
	23.04.19	D Johnson	23.04.20
	23.05.20	D Johnson	23.05.21
	20.07.21	D Johnson	20.07.22
	17.06.22	D Johnson	17.06.23
	14.08.23	D Johnson	14.08.24

If you have a complaint or concern about the service that you have received from the doctors or any of the staff working in the Practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

The practice manager Debbie Johnson is the complaints lead and ensures the complaints process is followed in a timely fashion.

#### **How to Complain**

Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily.

You should normally make a complaint within twelve months of the event, or within twelve months of becoming aware that you have something to complain about. However, these time limits may be waived if there are good reasons why you could not complain earlier and if we are still able to investigate the complaint fairly and effectively in spite of the delay.

If you wish to make a complaint you can do so verbally to any member of staff, in writing to the practice manager or email [gillmedicalcentre@nhs.net](mailto:gillmedicalcentre@nhs.net)

The Practice follows 6 principles when dealing with complaints:

1. Getting it right
2. Being open and accountable
3. Putting things right
4. Being customer focused
5. Acting fairly & proportionately
6. Seeking continuous improvements

We will aim to investigate and deal with all complaints efficiently and speedily. We will send you a written response with a report on the investigation as soon as is reasonably practicable. If the investigation is delayed for any reason, we will contact you to advise why and negotiate a timescale.

When we look into your complaints, we will aim to:

- find out what happened and what went wrong
- advise you what we will do to put the matter right
- make sure you receive an apology where this is appropriate.
- identify what we can do to make sure the problem does not happen again.

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services provided by our Practice.

### **Complaining on Behalf of Someone Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **Learning from Complaints and Patient Feedback**

Complaints are regularly reviewed in the Practice Meeting to:

1. Determine whether any audits are required as a result
2. Determine whether any process needs to be reviewed
3. Determine how to measure the effectiveness of any changes already implemented

## **Sharing of learning and actions from complaints**

Some complaints when a significant event has occurred are anonymously recorded onto the Salford ICB database. Where things went well or not so well are recorded so that lessons can be learned and shared with other local practices and organisations to ensure that others can learn from the experience too.

## **Ombudsman**

If you are not content with the outcome of your complaint at local level you can ask the Ombudsman to independently review your case by writing to:

The Parliamentary and Health Services Ombudsman  
Citygate  
51 Mosley St  
Manchester  
M2 3HQ

Website: [www.combudsman.org.uk](http://www.combudsman.org.uk)

Phone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **If You Need Help**

If you need assistance in making a complaint you can contact the Independent Complaints Advocacy Service at:

ICAS, 1st Floor, Clarendon House  
9 – 11 Church Street  
Basingstoke  
Hants RG21 7QG

Email: [basingstoke.icas@seap.org.uk](mailto:basingstoke.icas@seap.org.uk)  
Phone: 01256 463758 / 0845 600 8616

Although the Practice would welcome the opportunity to investigate your complaint, you may prefer to choose to make your complaint to the NHS Commissioning Board, details as follows:

NHS Commissioning Board  
PO Box 16738  
REDDITCH  
B97 9PT

Email: [\*\*england.contactus@nhs.net\*\*](mailto:england.contactus@nhs.net)

Phone: 0300 311 2233

You may also contact the CQC for advice:

CQC 0300 061 6161

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA