



Support to help you make a complaint

If you would like free advice to help you make a complaint about the NHS, the Independent Complaints Advocacy service can support you.

Write to: Gaddum Centre, 6 Great Jackson Street, Manchester, M15 4AX

Telephone: 0161 214 3904

Email: advocacy@gaddum.co.uk

www.manchesteradvocacyhub.co.uk

If an interpreter is needed to support you through a complaint, your GP practice will arrange this for you.

Information provided in a way that meets your individual needs

The Accessible Information Standard was introduced by the government in 2016 to make sure that people with a disability or sensory loss (e.g. sight or hearing impairment) are given information in a way that they can understand.

Please tell the person you are complaining to about any specific individual needs you may have, for example, you may need large print, Braille, audio format or an alternative language. The GP practice will take reasonable steps to ensure they provide you information to meet your individual needs.

What to do if you are not satisfied with your complaint response?

If you have complained directly to your GP practice and you are unhappy with the response you receive, you should contact the practice again to discuss the areas of the complaint you remain unhappy with.

Within the practice response letter, information will be provided to you about your right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint.

PHSO Customer Helpline: 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday, except bank holidays. Calls are charged at local or national rates.

Text (call back) service: 07624 813 005, with your name and mobile number.

Visit: www.ombudsman.org.uk

If you would like to receive this information in large print, Braille, audio format or translated to a specific language please contact your GP Practice.

This information is also available online at www.mhcc.nhs.uk/gpcomplaints and can be translated into over 60 different languages.

1 Nicolas Road, Chorlton, Manchester, M21 9NJ

Tel: 0161 881 4545

Email: gmicb-mh.chorltonfamilypractice@nhs.net

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NHS

Providing NHS services



A patient and carer's guide to

making a complaint

This leaflet provides information on how to make a complaint about the service(s) received from Chorlton Family Practice.



The NHS aims to provide the right care, at the right time and in the right place.

We welcome your feedback, both positive and negative to help us to understand what is working well and what we can improve on.

Sometimes your expectations may not be met and you may be unhappy with the care or treatment you have received. You can discuss your concerns with the Practice Manager at your GP practice.

The NHS takes all feedback seriously and where possible will learn from the experiences of patients, carers, relatives and make changes to improve services where possible.

Your future care and treatment will not be affected in any way should you wish to make a complaint if you are unhappy.

What is a complaint?

A complaint is a statement that something has not met your expectations or you are unhappy with the standard of service you received.

Making a complaint

If you have any complaints or concerns about the service that you have received from staff working at this practice, please let us know.

We hope that 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. This will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint within 6 months of the incident that caused the problem or within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

You can make your complaint in any way you choose. You can call us on 0161 881 4545, fill out the feedback form on our website (www.chorltonfamilypractice.nhs.uk), put it in writing, or visit the surgery and tell us in person.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We aim to have looked into your complaint promptly, but please allow us time to do so.

We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing. All complaints are discussed at practice meeting on a monthly basis with clinical and non-clinical staff.

Who can complain?

Patients, carers or their relatives can complain about the care or treatment they have received or can complain on behalf of another person.

If you are complaining on behalf of someone else, the consent of the patient will be required to investigate the complaint. Please discuss this with your Practice Manager.

What is consent?

Consent is giving the permission for something to happen or the agreement that someone can do something for the patient or on behalf of someone else.

Confidentiality

All complaints are dealt with confidentially and information about your complaint will not be shared without your knowledge or consent. In compliance with the General Data Protection Regulations, the Data Protection Act 1998 and the Caldicott principles, all staff employed by the NHS are bound by a Code of Confidentiality which covers both manual and electronic data.

What are the Caldicott principles?

Every proposed use or sharing of your personal details within or from an organisation should be clearly explained and understood by you, with continuing uses regularly reviewed, by an appropriate guardian. A Caldicott Guardian is a senior person within an organisation responsible for protecting the confidentiality of patient and service-user information and allowing them to use the information properly.