

Patient Complaints Procedure Riddings FHC

Practice Complaints Procedure

At Riddings FHC we are committed to providing a high-quality legal service to all our patients and service-users. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We aim to provide a high level of care to all our patients

We welcome any suggestions from patients if there is anything we can do to improve the service we provide

If you have a concern or complaint about the GP's, Nurse or any of the staff working within the practice, please let us know

The practice operates a complaints procedure in line with the Local Authority Services and National Health Service Complaints (England) Regulations 2009

How to complain

We would hope that most problems can be sorted out easily and quickly, often at the same time they arise and with the person concerned. If your problem cannot be resolved 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 the most a few weeks because this will enable us to establish what happened more easily.

If you are unable to let us know your complaint within the above time then;

- a. Within 12 months of the incident or within 12 months of finding out there was a problem (even if the incident was much earlier)
- b. Within six months of discovering that you have a problem, providing that this is within 12 months of the incident

Complaints should be addressed to The Practice Manager or to Dr Subbiah

The complaint can be made in writing, sent by post or emailed. It can also be made verbally and a documented version of the complaint will be sent to the complainant

Alternatively you may ask to make an appointment to discuss your concerns/complaint with the Practice Manager.

If needed, the complaints procedure can be explained at this discussion, it will be of great help if you can be as specific as possible about your complaint

What shall we do ?

We shall acknowledge your complaint within three working days and aim to have looked at your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer an explanation, or a meeting with the people involved.

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

- a. Find out what happened and what went wrong
- b. Keep you informed of the progress of the investigation
- c. Make it possible for you to discuss the problem with those concerned, if you would like this
- d. Where appropriate ensure you receive an apology
- e. Identify what we can do to ensure the problem does not happen again

We will always provide a written response with the outcome, or a summary of any meetings held

Complaining on behalf of someone else

Please notice that we adhere to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have their permission to do so. A short note, signed the person will be required, unless incapable due to illness of providing this

Other services

If you do not want to complain to us directly , OR, you are not satisfied with the way we have dealt with your complaint, you can direct your complaint to the local integrated care board (ICB) . From July 1st 2023 the way members of the public make a complaint about primary care services to the commissioner is changing. Rather than contacting NHS England, complaints will be made to Greater Manchester ICB.

Trafford

Patient Experience Matters
Trafford – NHS GM,
Trafford Town Hall,
Talbot Road,
Stretford, M32 0TH

Email:

gmicb-tr.patientexperience.trafford@nhs.net

Call:

0161 873 9577 – for complaints

0161 873 9634 – for informal patient advice, support and information

There are many organisations that will help signpost people to information about how to provide feedback or make a complaint about healthcare services. These are some of the main ones:

- Your local ICB website
- The NHS website
- Gov.uk