**ELLERGREEN MEDICAL CENTRE**

**Tel. 0151 256 9800**

**Complaints & Comments Leaflet**

**Making a Complaint**

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

* Within 12 months of the incident,
* or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else’s treatment without their written authority. See the separate section in this leaflet for what to do in this case. We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask reception for this. You can provide this in your own format providing it covers all of the necessary aspects.

**Send your written complaint to:**

Julie Brown

Ellergreen Medical Centre

24 Carr Lane; Norris Green; Liverpool L11 2YA

**Who can a formal complaint be made to?**

ONLY TO - either the practice directly OR to NHS England (NHSE).

Members of the public wishing to make a complaint to the commissioner of a primary care service can contact NHS Cheshire and Merseyside by :

* Telephone: 0800 132 996
* E-mail : enquiries@cheshireandmerseyside.nhs.uk
* Writing to : Patient Experience Team, No. 1 Lakeside, 920 Centre Park Square, Warrington WA11 1QY

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days, and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved.

When the investigations are complete a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

The practice Complaints Manager is:

Julie Brown, Practice Manager

**Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal
confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form and provide written consent from the patient to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.