

What to do if you are not satisfied with the outcome of your complaint

You have the right to approach the Health Service Ombudsman.

Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

You may also contact NHS England for help or advice

If you are not happy to talk to the practice about your complaint, you may contact the Complaints Department at NHS England.

NHS England
PO BOX 16738
Redditch B97 9PT

Email: england.contactus@nhs.net

Telephone: 0300 311 2233

STONEFIELD STREET SURGERY

VISION STATEMENT

Stonefield Street Surgery aims to provide a caring, patient-centred, efficient and cost effective primary healthcare service to all registered patients.

We endeavour to listen to our patients, involve them in healthcare discussions, thereby ensuring our services evolve to meet their needs. This is in addition to continuing to provide a professional, high quality and non-discriminatory service.



Stonefield
Street
Surgery



Patients Information Complaints Procedure



Telephone: 01706 646 234

Fax: 01706 527 946

Introduction

We endeavour to offer an outstanding patient centred service, but reluctantly accept that on occasion you may have cause to complain. If and when you do complain, our priority will be to address and resolve your issues as quickly as possible.

We have a robust system in place to ensure your complaint is dealt with in a fair and reasonable way and in a professional, effective and efficient manner. Below is an outline of our complaints procedure.

Complaints Process

Please let the surgery know about your complaint as soon as possible after the problem arose, ideally within a matter of days, or at the most a few weeks. This will make it easier for us to establish what happened. If this is not possible, then please let us have the details of your complaint within 12 months of the incident that caused

Report your dissatisfaction to a member of staff. The member of staff will attempt to resolve your issue immediately. If you are still dissatisfied you will be issued with this complaints leaflet coupled with an explanation of the complaints process. This will include, but is not limited to how to complain to other agencies

Please be aware that if you wish to complain on another person's behalf, that person will need to provide the practice with written consent stating that they give permission for you to deal with their concerns. (unless they are incapable of providing this due to physical or mental illness)

If you submit a documented verbal or written complaint you will receive an acknowledgment within 3 working days. Your complaint will be investigated by the most appropriate person and be presented by the practice manager at the next practice meeting and reviewed by the GP partners.

An outcome of the investigation will be determined and communicated to you in the most appropriate way. The timeframe for this response will be outlined at the initial response stage, however we aim to resolve your complaint within 25 working days. Although in some cases we may need to make further enquiries which could result in the practice taking longer to provide a response to your complaint. We will keep you informed of any delays.

Please be aware that if your complaint involves another service within the NHS, the timescale is likely to be longer.



You have the right to escalate the complaint to other agencies if you are still not satisfied with the outcome.

It is sincerely hoped that any complaint you have about the practice can be dealt with by those charged with ensuring patient care is delivered to the appropriate standard. Opting to complain to the practice directly doesn't affect your right to complain to the Health Service Ombudsman. The Health Service ombudsman's contact details can be found on the reverse of this leaflet.

Need help with making a complaint?

Independent Advice and Support

It is important for you to know that you can receive independent support to make your complaint. This support is free and available to you at any stage of the complaints process. Your local independent complaints advocacy service is provided by:

Manchester Advocacy Hub
The Gaddum Centre, Gaddum House
6 Great Jackson Street, Manchester, M15 4AX
Telephone: 0808 801 0390

Email: advocacy@gaddum.co.uk

