

---

## **FORD MEDICAL PRACTICE**

**93 GORSEY LANE**

**FORD**

**LIVERPOOL**

**L21 0DF**



## **COMPLAINTS PROCEDURE**

**(REVIEWED 01.03.18)**

**V17**

**OUR AIM IS TO PROVIDE THE HIGHEST LEVEL OF  
SERVICE AND CARE FOR ALL OUR PATIENTS.**

**Introduction**

Although we endeavour to give you the best possible service, there may be times when you feel you have received less than this. If you have any complaints or concerns about the service that you have received from the GPs, Practice Nurses or staff working at this Practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints which meets the national criteria.

**Making a complaint**

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, because this will enable us to establish what happened more easily, while it is fresh in everyone's mind. If it is not possible to do that, please let us have the details of your complaint:

- ◆ within 12 months of the incident that caused the problem

OR

- ◆ As soon as you discover that you have a problem, providing that it is within 12 months of the incident.

Healthwatch also have an Advocacy service and can be contacted at:

Address: Healthwatch Advocacy,  
The Gateway Conference Centre  
71 London Road  
Liverpool  
L3 8HY

Tel No: 0808 801 0389

Fax No: 0151 298 3275

Email: [merseysideandcheshire@healthwatchadvocacy.co.uk](mailto:merseysideandcheshire@healthwatchadvocacy.co.uk)

If you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary & Health Service Ombudsman (PHSO) to review your case. The PHSO is an independent body established to promote improvements in healthcare through assessment of the performance of those who provide service.

Address The Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel No: 0345 015 4033

Fax No: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Please remember that under the NHS Complaints Regulations 2009 you can choose who to make your complaint to. The following organisations can assist you with your complaint:

The Patient Advice and Liaison Service (PALS) can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Address: Patients Advice & Liaison Service  
Cheshire & Merseyside Commissioning Support Unit  
Bevan House  
65 Stephenson Way  
Wavertree Technology Park  
Liverpool  
L13 1HN

Tel No: 0800 218 2333 (Mon - Fri)

NHS England can also assist you with your complaint and can be contacted on:

Tel No: 0300 311 2233

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

Your complaint should be addressed to our Practice Manager, **Mrs Lin Bennett**. Alternatively, you may ask for an appointment with Mrs Bennett in order to discuss your concerns.

You can make your complaint:

- ◆ **Verbally (In-person or by telephone)**
- ◆ **In writing** - some complaints may be easier to explain in writing. Please give as much information as you can, then send your complaint to the practice, marked for the attention of Mrs Lin Bennett—Practice Manager as soon as possible.

### **Complaining on behalf of someone else**

We keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable (because of illness) of providing this. You may care to use the enclosed proforma.

### **What you can do next**

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 our practice. However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint.