**St Georges Medical Centre**



**If you are Dissatisfied**

**with the Outcome**

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman Millbank Tower

Millbank

London, SW1P 4QP

Tel 0345 0154033

Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) pro- vide 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.

Their contact details are:

Wired, Unit 7

Wirral Business Park Arrowe Brook Road Upton, Wirral, CH49 1SX

Tel 0800 054 2137 or 0151 363 3948

Email [WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk) Website [www.wired.me.uk](http://www.wired.me.uk/)

The practice Complaints Manager is:

Mrs Natasha Dixon

Practice Manager

St George’s Medical Centre Field Road

New Brighton Wirral

CH45 5LN 0151 630 2080

stgeorgesmedicalcentre.com

**Complaints**

**Procedure**

# Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, 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 discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else’s treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate com- plaints 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 at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to

Mrs Natasha Dixon – Practice Manager St. Georges Medical Centre Field Road

New Brighton, CH45 5LN

# What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days. You will then receive written confirmation of the complaint outlining who will investigate it and how long this will take. You can choose how you receive the response to the complaint, whether this is written, over the telephone or to arrange a meeting at the Practice.

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

When the investigations are complete your com- plaint will be determined and a final response 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 co- ordinated reply. We may need your consent to do this. Where your complaint has been sent initially 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 you’re right to escalate the matter further if you remain dissat- isfied with the response.

# 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.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

***Also see separate Complaints Form available at Reception***

**Please be assured your health care will not be affected at the Practice during or after the complaints process.**