

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 have a problem.

State your case clearly 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 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 at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

A Heyes
Practice Manager
Lowton Surgery/Platt Bridge Medical centre
208C Newton Road
Lowton
Cheshire
WA3 2AQ

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 10 working days. You may 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 if you would like to do so.

When the investigations are complete your complaint 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 coordinated 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 your right to escalate the matter further if you remain dissatisfied with the response.

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably, as possible.

Further written information regarding complaints procedure below.

However, if you feel you would like to speak to the Practice Manager in the first instance then please contact the surgery.

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 directly with the patient, or may be able to deal direct with the third part, and this depends on the wording of the authority provided.

If you are dissatisfied with the outcome

You have the right to approach the Ombudsman.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank, London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may approach Healthwatch for advice

Healthwatch Wigan
Wigan Life Centre (North Site),
The Wiend, Wigan
WN1 1NH
Telephone: 01942 489737
Email: info@healthwatchwigan.org
Text: 07585 846652

You may also approach NHSE for help or advice;

NHS England: 0300 311 22 33
england.contactus@nhs.net

You may also contact CQC for advice:

CQC: 03000 616161
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

LOWTON SURGERY/ PLATT BRIDGE MEDICAL CENTRE

Complaints Procedure

Tel: 01942 807697

Web: www.ssphealth.com

A separate complaints form is also
available at reception