

Making a Complaint

The Elms Medical Centre Patient Complaints Process

Informal Complaints

As a patient, relative or carer, you may wish to raise a concern about any aspect of your care but do not want to make a formal complaint. We aim to respond to those complaints at the time, but if you are not satisfied, then you are entitled to make a formal complaint.

You may also make a complaint on behalf of someone else, provided you have their consent and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given.

We are not able to deal with questions of legal liability or compensation. We hope you will allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you make a formal complaint to the practice it will not affect your right to complain to

NHS Bury Commissioning Group
21 Silver Street
Bury
BL9 0EN

Formal Complaints

It is important that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaint. However, the time limit can be waived if there are good reasons you could not have complained sooner.

Please put your complaint in writing to either the practice or NHS England.

Please write to the practice, addressed to:

**The Practice Manager
The Elms Medical Centre
Green Lane
Whitefield
M45 7FD**

NHS England

In April 2013 the NHS was changed in line with the new NHS Act. Primary Care Trusts and Strategic Health Authorities were abolished and their work was delegated to other organisations, including some new NHS bodies. As a result, the patient advice and liaison service (PALS) no longer exists and complaints about GP practices are dealt with by NHS England.

**NHS England
NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT**

Phone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

Email: england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

Website: www.england.nhs.uk

Oral Complaints

Patients unable or unwilling to put their complaint in writing may make their formal complaint orally.

Where a complaint is made orally, the complaint shall be recorded and a copy of the written record given to the complainant.

Practice Response

We will acknowledge the complaint within 3 working days of receipt orally or in writing. When acknowledging the complaint, we will offer to meet with you to discuss the complaint, at a time to suit you. We will advise the manner in which the complaint will be investigated and the likely timescale for this investigation and when the complainant is likely to receive a written response.

If you do not want to meet for a discussion then we will determine the response time and notify you in writing.

We will aim to provide a written response within 28 days. We will let you know if it is likely to be longer than this, and keep you updated with the progress of your complaint. The written response will include an explanation of how the complaint has been considered, conclusions reached and how they may affect you. It will confirm any actions that need to be taken as a consequence of the complaint.

If resolution has not been reached, you have the right to take the complaint to the Health Service Ombudsman.

The Health Service Ombudsman

The Ombudsman is completely independent of the NHS and Government.

The Health Service Ombudsman for England
Millbank Tower
Millbank

London

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk