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| **SPRINGFIELD HOUSE MEDICAL CENTRE**  **PRACTICE COMPLAINTS PROCEDURE**  **PATIENT INFORMATION SHEET** |

**WHAT TO DO IF YOU ARE DISSATISFIED WITH THE SERVICE YOU HAVE RECEIVED**

We always try to give you the best possible services, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

**Right to Complain**

We have to respect our duty of confidentiality to patients and a patient’s consent will be necessary if someone other than the patient wishes to complain on their behalf, unless they are incapable (because of physical or mental illness) of providing this.

**How to Complain**

If you have a complaint you should firstly bring it to the attention of one of our staff. If the matter cannot be resolved on the spot and you wish to take it further, please telephone or write to our complaints manager. She will take full details of your complaint and decide how best to undertake the investigation. A written acknowledgement will be sent to you within 3 days.

The aim is to resolve complaints speedily. In normal circumstances, therefore, you will be offered either an oral or written response or an appointment for a meeting to discuss your concerns. We will aim to resolve your complaints within 10 working days. Sometimes, we may need to make some enquiries and this may take a little longer before we can contact you. In this instance, we will keep you informed.

We will always try to address your concerns fully, provide you with an explanation and discuss any action that may be needed.

We hope that upon receipt of our written response or at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly.

What if I have further questions once I have received the practice’s response?

Please contact the practice’s complaints manager again who will try to help

Where can I get further help and advice?

**Free help and advice can be obtained from the** Call 0161 604 5897 between 09.30 hours and 16.30 hours Monday to Friday or drop into one of the new front of house PALS offices at each hospital. Opening hours are:

* North Manchester General Hospital - 09.30 hours - 16.30 hours Monday to Friday
* The Royal Oldham Hospital - 09.30 hours - 16.30 hours Monday to Friday
* Fairfield General Hospital - Monday, Tuesday 09.30 hours - 16.30 hours, and until 12.00 hours on Wednesdays
* Rochdale Infirmary – 09.00-17.00 - Wednesday, Thursday and Friday.

What to do if I am not satisfied with the outcome?

* **If you remain dissatisfied after receiving the response to your complaint, you may contact** A statement of the right, if they are not satisfied with the response, to refer the complaint to the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or visit the '[Making a complaint page](http://www.ombudsman.org.uk/make-a-complaint)' at <http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form). Alternatively the complainant may call the PHSO Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday or send a text to their 'call back' service: 07624 813 005

**Oldham**

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