

STONEHILL MEDICAL CENTRE & HIGHFIELD SURGERY

COMPLAINTS PROCEDURE

If you have a complaint or are concerned about the service or treatment you have received from a Clinician or any of the staff working at this practice, please let us know either in writing or verbally. We operate a Practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria. A copy of our complaints Procedure is available on our website www.stonehillmedicalcentre.nhs.uk. If you need help with any aspect of making a complaint please contact us.

How to Complain

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 formal complaint we would like you to let us know as soon as possible, ideally within a matter of days or, at the most, a few weeks. This will enable us to establish what happened more efficiently. If it is not possible to do this you will need to let us have details of your complaint:

- within 12 months of the date of treatment or incident that caused the problem

Complaints should be addressed to:

The Management Team
Stonehill Medical Centre
Piggott Street
Farnworth
Bolton
BL4 9QZ

Complaints are dealt with by Diane (Complaints Lead), Natalie (Practice Manager), or Lauren (Assistant Practice Manager). We will explain the complaints procedure to you and will ensure that your complaint is dealt with promptly.

Getting help or advice

ICA (Independent Complaints Advocacy) provide advice and support to people who want to complain about the NHS:

The Bolton Advocacy Hub, Flex Space, Manchester Road, Bolton BL3 2NZ
Telephone: 01204 543930 Email: referral@boltonadvocacy.org.uk

Healthwatch Bolton will provide patients, carers, their families and members of the Bolton community with information about their rights and choices in health and social care.

Tel: 01204 394603 Email: info@healthwatchbolton.co.uk www.healthwatchbolton.co.uk

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The Department of Health for information on the NHS complaints procedure

Web: www.nhs.uk

The Practice Response

We shall acknowledge your complaint within three working days of receipt and aim to have looked into your complaint within ten working days. We shall then be in a position to offer you a verbal or written explanation or a meeting with the people involved if considered more appropriate.

The outcome of your complaint will be confirmed in writing.

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Signed consent will be needed unless:

- the patient is a child under the age of 16; or
- the patient is incapable (because of illness) to provide this.

Complaining to The Parliamentary and Health Service Ombudsman

If you are not happy with our final response to your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. The service is free for everyone. To take a complaint to the Ombudsman go to www.ombudsman.org.uk/making-complaint and visit the 'Making a complaint page' or call 0345 015 4033. It is important that you make the complaint as soon as you receive our final response as there are time limits for the Ombudsman to look into complaints.

Last reviewed 8 October 2021

Review date May 2022