

# **BOUGHTON MEDICAL GROUP**

## **CONCERNS OR COMPLAINTS?**

### OUR PRACTICE'S PROCEDURES FOR DEALING WITH YOUR CONCERNS, COMMENTS OR COMPLAINTS (April 2009)

- WE AIM TO PROVIDE A HIGH STANDARD OF CARE AND SERVICE TO YOU.
- WE WELCOME CONSTRUCTIVE CRITICISM AND COMMENTS.
- WE AIM TO RESOLVE PROBLEMS INFORMALLY AND AMICABLY.
- WE WILL MAINTAIN YOUR CONFIDENTIALITY AT ALL TIMES.

#### **If you have a concern or complaint, this is what to do:-**

- Write or speak to the Managing Partner. In their absence, speak to the Office Manager.
- If your complaint is about a member of staff, our services or administrative procedures, the matter will be investigated and dealt with by the Managing Partner. Formal complaints must always be made in writing to ensure we have all of the facts to enable us to fully respond you.
- If your complaint is about a medical matter, you will, if you wish, be offered an appointment with the Senior Partner or the Partner of your choice. You may bring a friend to this meeting if you wish.
- When the matter concerning you has been investigated, you will be contacted in writing or in person within ten days (and hopefully sooner than that).

If you are not satisfied or if you do not feel able to discuss this with the Practice and wish to officially take the matter further, you can contact:-

[Denise Richardson, Patient Experience Manager](#)

[NHS Western Cheshire, Patient Safety & Performance Improvement Team](#)

[1829 Building, Countess of Chester Health Park, Liverpool Road, CHESTER, CH2 1HJ](#)

[Tel: 01244 389292 or Fax: 01244 650377](#)

- You may also wish to contact your local Independent Complaints Advocacy Service (ICAS). ICAS supports patients and their carers who wish to pursue a complaint about any NHS treatment or care. Information about how to contact your local ICAS is available at (North West) :- 0845 120 3735
- If you remain dissatisfied with the response to your complaint, you have the right to ask the NHS Ombudsman to review your case. This should be done within six months of the date of our final letter. The NHS Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact The Health Service Ombudsman on 08345 015 4033 or write to them at:-

[The Health Service Ombudsman for England, 11th Floor, Millbank Tower, London SW1P 4QP](#)

You can obtain booklets explaining the role of the Health Service Ombudsman, by contacting them either by telephone or accessing their website:-

<http://www.ombudsman.org.uk/index.html> or telephone 08345 015 4033

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