

USEFUL TELEPHONE NUMBERS

Complaints Team

Complaints may be contacted on **0151 296 7437** Or in writing to:
Customer Solutions Centre, Cheshire & Merseyside Commissioning Support Unit
3rd Floor Bevan House
65 Stephenson Way
Liverpool Merseyside L13 1HN Or via E-mail: sthelensccg.complaints@nhs.net

Patient Services - Bridgewater Community Healthcare NHS Trust

If you have a comment, concern, complaint or compliment about any aspect of local community health services please contact:
Freephone: 0800 587 0562
Email: patient.services@bridgewater.nhs.uk

NHS England
PO Box 16738
Redditch
B97 9PT

england.contactus@nhs.net

'For the Attention of the Complaints Manager' in the Subject Line.

By Telephone

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

Patient advice & Liaison Service (PALS)

Telephone: 0800 218 2333

Family General Practitioner

Telephone: 01744 624806

Visit the surgery, staff will be able to tell you who to complain to

Local ICAS (Independent Complaints Advocacy Service)

If you need help with making your complaint, your local ICAS can do this, contact:
0300 456 8350

The Ombudsman

The Health Service Ombudsman for England
Millbank tower, London SW1P 4QP
Telephone: 0845 015 4033

ElderCare PATIENT INFORMATION

**2ND Floor, Orange Zone, St Helens Hospital,
Marshalls Cross Road, St Helens WA9 3DA
Telephone: 01744 621858 at all times**



Comments, Concerns & Complaints Procedure

COMPLAINTS

We appreciate you telling us your experiences of our Practice.

If you are not happy with the service you have received, please let us know by contacting the surgery.

You can be assured that whatever you tell us will be treated in confidence and with sensitivity.

The service you receive from the Practice will not be adversely affected by making a complaint. We take all feedback seriously and use the information to review our services and make improvements where necessary.

What are my rights?

If you are not happy with the care or treatment you have received, or you have been refused treatment for a condition, you have the right to complain, have your complaint investigated and be given a full and prompt reply.

The NHS Constitution explains your rights when it comes to making a complaint. You have the right to:

Have a complaint dealt with efficiently and have it properly investigated

Know the outcome of any investigation into the complaint

Take your complaint to the independent Parliamentary and Health Service Ombudsman if you are not satisfied with the way we have dealt with your complaint

Make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body and receive compensation when you have been harmed

Who may complain?

Patients or former patients of the Practice, or anyone who feels they have been affected by the actions or decisions of the practice may use the complaints procedure.

If you are unable to complain yourself then someone else, usually a friend or relative can complain for you. In most cases your written consent will be required in order that your details may be discussed with someone else.

When should I complain?

You should try to make your complaint as soon as possible or within 12 months from the date on which the matter occurred, or the matter came to your notice.

It may be possible in some cases to waive these time limits if there are good reasons to explain when you could not complain sooner and it is still possible to investigate your complaint

Who should I complain to?

Whenever possible you should raise your complaint with someone close to the cause of your complaint, e.g. a doctor, nurse or member of staff. This person will try to resolve your complaint quickly and provide you with a verbal response or you may wish to speak to the Practice Manager. Alternatively you can make your complaint in writing to the Practice Manager or Senior Partner.

However if you do not wish to complain directly to the Practice you can contact the Customer Care Unit at NHS Halton and St. Helens