

GRASSENDALE

Medical Practice

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Practice complaints procedure

We want all patients, their family members, and carers to have a good experience while they use our services. If you feel that the service received has not met our standards, we encourage you to talk to our staff, to see if we can resolve the issue promptly.

Our procedures follow the relevant requirements as given in the Local Authority, Social Services and National Health Service Complaint Regulations 2009 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations).

What constitutes a complaint?

A complaint is an expression of dissatisfaction, either spoken or written, that requires a response. We view complaints as an opportunity to improve our services, and sometimes we need people to let us know where improvement is needed. Sometimes you may simply wish to offer feedback (positive or negative) or raise a concern, but not require a formal response, and we welcome this too.

How to complain

If the problem cannot be resolved at the time, and you wish to make a complaint, please let us know as soon as possible because this will help us to establish what happened more accurately. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident being complained about, or
- Within 12 months of finding out that there was cause to complain about it.

Complaints can be verbal or written and should be directed to the Practice Manager. She will make sure that your concerns are dealt with promptly. It would be of great help if you are as specific as possible about the subject of your complaint.

What will we do?

We will acknowledge your complaint within three working days, either verbally or in writing, clarify the issues to be looked in to, and agree a timescale with you in which we aim to investigate and respond.

We will offer you a written response, and if appropriate a meeting to discuss it. When we investigate your complaint, we will aim to:

- Establish the facts about what happened, and if something went wrong
- Make sure you receive an apology if this is appropriate
- Identify what we can do to reduce the risk of something similar happening again

Complaining on someone else's behalf

Please note that we strictly adhere to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this, or we will contact them to confirm their agreement.

Complaining to NHS England

As an alternative to complaining directly to us, you may ask NHS England to deal with your complaint as the commissioner of our service. NHS England, PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 2233 (Mon-Fri 8am to 6pm, exc. Bank Holidays)
Email: england.contactus@nhs.net

More information

Please see our website:

<https://www.grassendalemedicalpractice.nhs.uk/practice-information/complaints-and-other-feedback/>

