

The Reddish Family Practice

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Complaints Procedure - Patient Information Leaflet

It is very important to us that we provide the best service to our patients that we can, and it is therefore very helpful to us to know your comments, suggestions and complaints about the service you have received from the doctors or any of the staff working in this practice.

Practice Complaints Procedure

If you have any complaint or concern please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

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 this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaint should be addressed to our Complaints Manager Mr Robert McDermott, Robert.McDermott4@nhs.net, or to the Practice Manager Jenny.webster3@nhs.net or any of the doctors. Alternatively, you may ask for an appointment with the complaints manager in order to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Alternatively, you can direct your complaint to the Greater Manchester Integrated Care Board:

NHS GM Patient Services

Website: <https://gmintegratedcare.org.uk/have-your-say/contact-us/>

Email: nhsgm.patientservices@nhs.net

What we shall do

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this.
- Ensure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again

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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to PALS

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

PALS
Stockport NHS Foundation Trust
Stepping Hill Hospital
Poplar Grove
Hazel Grove
SK2 7JE

Opening times: Monday to Friday 10.30am – 2.30pm

Telephone: 0161 419 5678

Email: pcs@stockport.nhs.uk

Website: <http://www.stockport.gov.uk/services/leisureculture/libraries/libraryonline/ciss/patientadvice/ce liaisonservicepals/>

Complaining to the Parliamentary and Health Service Ombudsman (PHSO)

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you are dissatisfied with the result of our investigation then we are obliged to inform you that you are entitled to seek assistance from the Independent Complaints Advocacy Service (ICAS), who can be contacted on 0300 456 8350

We hope that we are able to address your concerns through our local resolution procedures however we are obliged to inform you that you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed. The address is –

The Parliamentary & Health Services Ombudsman,
Millbank Tower,
Millbank,
London,
SW1P 4QP.
(Telephone:0345 0154033, Email: phso.enquiries@ombudsman.org.uk).

The PHSO would normally expect any request to be lodged within 12 months however, you are encouraged to make the approach as soon as possible after the completion of local resolution