

Please remember that under the NHS Complaints Regulations 2009 you can choose who to make your complaint to:  
The Patient Advice and Liaison Service (PALS) can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

**Address:**

Patients Advice & Liaison Service,  
Aintree University Hospital,  
Lower Lane  
Liverpool  
Merseyside  
L9 7AL

Tel No: 0151 529 3287 (Mon - Fri)

ICAS can also provide confidential advice and support: 0808 802 3000

NHS England can also assist you with your complaint and can be contacted on Tel No: 0300 311 2233 or email at **[england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

If you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary & Health Service Ombudsman (PHSO) to re-view your case. The PHSO is an independent body established to promote improvements in healthcare through assessment of the performance of those who provide service.

**Address** The Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

**Tel No:** 0345 015 4033

**Fax No:** 0300 061 4000

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.



**Kingsway**

GP Surgery

**COMPLAINTS PROCEDURE**

(Reviewed 29.09.2023)

## **OUR AIM IS TO PROVIDE THE HIGHEST LEVEL OF SERVICE AND CARE FOR ALL OUR PATIENTS.**

### **Introduction**

Although we endeavour to give you the best possible service, there may be times when you feel you have received less than this. If you have any complaints or concerns about the service that you have received from the GPs, Practice Nurses or staff working at this Practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints which meets the national criteria.

### **Making a complaint**

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 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, while it is fresh in everyone's mind. If it is not possible to do that, please let us have the details of your complaint:

within 12 months of the incident that caused the problem; or  
within 12 months of discovering that you have a problem,  
providing that it is within 12 months of the incident.

Your complaint should be addressed to the Practice Manager/Assistant Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager/Assistant Practice Manager (this will be based on who is available at the time) in order to discuss your concerns.

You can make your complaint: In Person, in writing - some complaints may be easier to explain in writing. Please give as much information as you can, then send your complaint to the Practice Manager/Assistant Practice Manager.

### **What we will do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to investigate your complaint in a timely manner appropriate to resolve it speedily and efficiently from the time you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look at your complaint, we shall aim to:

- ◆ Find out what happened and what went wrong
- ◆ Make it possible for you to discuss the problem with those concerned, if you would like this Make sure you receive an apology, where this is appropriate Identify what we can do to make sure the problem does not occur again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

### **Complaining on behalf of someone else**

We keep strictly to the rules of 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 required, unless they are incapable (because of illness) of providing this. You may care to use the enclosed proforma.

### **What you can do next**

We hope that, if you have a problem, you will use 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. However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint.