

**DR MARY ADAMS
PRIVATE GP
VICTORY HOUSE
THE SIDINGS
WHALLEY
BB7 9SE**

**07973 746371 Dr Adams
07486 365502 Sue Stanley, Complaints Manager**

COMPLAINTS INFORMATION FOR PATIENTS

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the Practice, please let us know. We operate a Practice Complaints Procedure as part of good healthcare practice.

WHAT TO DO IF YOU HAVE A COMPLAINT OR CONCERN

We hope that most problems can be sorted out easily and quickly to your satisfaction. This might be at the time that the issue occurs, 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.

If it is not possible to do that, please let us have details of your concerns within 12 months of the incident that caused the problem.

HOW TO COMPLAIN OR RAISE A CONCERN

We would ask that, where possible, you make your complaint in writing, giving us as much information as you can.

- describe what happened
- who was involved in the incident
- when the incident happened
- where the incident happened
- how the incident affected you

Complaints should be addressed to: Mrs Sue Stanley, PA to Dr Adams, Victory House, The Sidings, Whalley, BB7 9SE. If you prefer you may address your complaint to Dr Adams at the same address.

You also have the option of complaining directly to the Independent Sector Complaints Adjudication Service (ISCAS) - www.iscas.org.uk

VERBAL COMPLAINTS

If you do not wish to make your complaint in writing and would prefer to ring through to the practice, please use the phone numbers at the top of this document.

If it would be helpful to the situation, you are welcome to come to clinic for an appointment with Mrs Stanley or Dr Adams to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

COMPLAINING ON SOMEONE ELSE'S BEHALF

Please note that we place great emphasis on every patient's confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. You must provide a letter stating that they are happy for you to act on their behalf, unless they are incapable (because of illness) of providing this.

WHAT WE WILL DO

We will acknowledge your complaint in writing within 5 working days. We will aim to look into your complaint within 30 working days if this is possible depending on the complexity of the complaint. If we have not been able to establish sufficient information within 30 working days we will contact you to inform you that we are continuing to look into the problem.

We will then offer you an explanation, including details of any action to be taken by the Practice, or invite you to attend a meeting with the people involved. When we look into your complaint, we will aim to find out what happened, make it possible for you to discuss the issue with those concerned and ensure you receive an explanation of what happened and an apology as appropriate.

It is important that the Practice is able to identify any areas that need to be improved and/or procedures to be changed to ensure the issue does not occur again.

WHAT WE ASK YOU TO DO AFTER THE INVESTIGATION

We will ask you in our response letter to notify the practice that you accept the outcome of the complaint or if this is not the case, stating your further requirements. We will assume that the outcome of the complaint is satisfactory if we have not heard anything from you within 28 days.