

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal Confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing unless the circumstances above apply.

We may still need to correspond direct with the patient or may be able to deal direct with the third party and this depends on the wording of the authority provided.

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 0154033

Website: www.ombudsman.org.uk

You may also approach PALS for help or advice:

The Patient Advice and Liaison Service (PALS) is based at Manchester PCT 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

Complaints Manager
Manchester PCT, at Silk House
Newton Silk Mill
Holyoak Street
Newton Heath
Manchester
M40 1HA
(0161 219 9451)

The Practice Complaints Manager is: Miss Karen Cullen

Ailsa Craig Medical Practice

Complaints Procedure

Also see separate Complaints Form available at
Reception

270 Dickenson Road
Longsight
Manchester
M13 0YL
Tel: 0161 224 5555

Email: cmccg.ailsacraig@nhs.net
www.ailsacraigmedicalpractice.co.uk