

The Ombudsman

The Ombudsman exists to provide a service to the public by undertaking independent investigations into complaints that government departments, a range of other public bodies in the UK and the NHS in England, have not acted properly or have provided poor service.

The Ombudsman will generally only agree to review a complaint if they feel you have exhausted all attempts to resolve your complaint at local level. If you decide to approach the Ombudsman, you should do this as soon as possible, after you have exhausted the Practice procedure.



How to contact the Health Service Ombudsman:

- By telephone: **0345 015 4033**
- By textphone (minicom): **0300 061 4298**
- By fax: **0300 061 4000**
- By email:
phso.enquiries@ombudsman.org.uk
- In writing:
The Parliamentary and Health Service Ombudsman
Millbank Tower,
Millbank,
LONDON
SW1P 4QP
- Via website:
www.ombudsman.org.uk



Grove House Practice
St Paul's Health Centre
High Street
Runcorn
Cheshire
WA7 1AB

Tel No: 01928 566561

Fax No: 01928 590212

Cancellation line: 01928 842577
(message facility only)

Website: www.grovehouse.co.uk

Last Updated: November 2011

Grove House Practice

Complaints Procedure

Patient
Information
Leaflet



Patient Complaints

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the services we provide.

Making a complaint



If you have any complaints or concerns about the service that you have received from the doctors or staff working at this Practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. However, if your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know **as soon as possible**.

We will respond to all complaints received provided they arrive:

- within 12 months of the incident that caused the problem, or
- within 12 months of you discovering that you have a problem

Complaints received after this time may still be considered if there are good reasons for the delay and if it is still possible to investigate your complaint effectively and fairly.

You can make a complaint in a number of ways:

In person: Please ask to speak to the Reception Supervisor in the first instance.

By telephone: Please ask to speak to the Reception Supervisor or the Business Manager.

By email: Please email the Business Manager at : Patient.comments@GP-N81066.nhs.uk

In writing: Please give as much information as you can and send your complaint to the Practice for the attention of the Business Manager

What we will do

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

We will normally acknowledge your complaint within 3 working days and aim to investigate and respond to your complaint as soon as is practicable.

When we look into your complaint, we will 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 to do this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

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

What can you do next?



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

However, if at the end of our internal complaints procedure you remain dissatisfied, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case.