

## If you need help in making a complaint

You may wish to contact NHS England for help and guidance.

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Telephone: 0300 311 22 33  
(8am - 6pm, Monday-Friday)  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Alternatively the service provided by Independent Complaints Advocacy can help progress your complaint and you can contact them at:

Independent Complaints Advocacy  
Arthur House  
Chorlton Street  
Manchester  
M1 3FH

Telephone: 0808 801 0390  
Email: [traffordica@carersfederation.co.uk](mailto:traffordica@carersfederation.co.uk)  
Website: [www.carersfederation.co.uk/ica](http://www.carersfederation.co.uk/ica)

## Taking your complaint further

We hope our practice complaints procedure will give us the best and most direct chance to give you a full explanation and put right whatever has gone wrong. If however, you are dissatisfied with the result of our investigation or response and wish to formally take this to the second, final, independent review stage, please contact:

The Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Telephone: 0345 015 4033  
(8:30am–5:30pm, Monday-Friday)

Alternatively you may wish to contact the Care Quality Commission directly if you have concerns about the services we provide.

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

[www.cqc.org.uk](http://www.cqc.org.uk)

Telephone: 0300 061 6161  
(8:30am-5:30pm, Monday-Friday)  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

# COMPLAINTS

- our guide for patients

Dr H F Simonton  
Dr G O'Malley  
Dr M A Jarvis  
Dr R J Parks  
Dr H C Wilkinson  
Dr J E Clarke  
Dr G Ferguson  
Dr K Howard  
Dr O Hobman  
Mrs J Davis  
Mrs S Allen

## Washway Road Medical Centre

67 Washway Road  
Sale Cheshire M33 7SS

Telephone 0161 962 4354  
Facsimile 0161 905 4706  
Website [www.wrmc.org.uk](http://www.wrmc.org.uk)  
Email [info@wrmc.org.uk](mailto:info@wrmc.org.uk)

Last updated April 2018

## **OUR PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know. We cannot start to resolve your complaint until we know about it. Our practice complaints procedure meets all the national criteria and is part of the NHS system for dealing with complaints.

### **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 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. 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

12 months of the incident that caused the problem; or  
12 months of discovering there has been an incident causing a problem

Complaints about our service should be addressed to our Practice Management team - Mrs Davis or Mrs Allen. Alternatively, you may speak to or arrange to see one of the Practice Managers, in order to discuss your concerns, by ringing 0161 962 4354.

Our practice complaints procedure is confidential and remains within our practice. In addition, all reference to your complaint is kept completely separate from your medical records.

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

If you are making a complaint on behalf of someone else, we have to know that you have their permission to do so. A note, signed by the patient, giving us permission to discuss their case with you will be needed, unless they are completely incapable (because of illness) of providing this. Due to patient confidentiality, we cannot respond to any complaint you may make, without this. We can provide a consent form for you to use instead, on request.

### **What happens next**

We will acknowledge your complaint within 3 working days of receipt. We will develop a plan with you explaining how we will handle and

investigate your complaint and when you can expect to receive our full response. 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;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to ensure that wherever possible, the problem does not happen again.

### **If you have a complaint about another local NHS service**

Please contact either the PALS department of the hospital you have a complaint about. For **Trafford Healthcare NHS Trust** contact their **PALS** on 0161 746 2019 for Altrincham, Trafford General or Stretford Memorial hospitals.

**Pennine Care NHS Foundation trust (Trafford division)** for complaints about community services such as local health clinics, nursing or allied health services such as physiotherapy, podiatry etc

Patient Advice & Liaison Service/Complaints 0161 975 4753  
Email: [trafford.PALS@nhs.net](mailto:trafford.PALS@nhs.net) or [trafford.complaints@nhs.net](mailto:trafford.complaints@nhs.net)

or by post to: Pennine Care NHS Foundation Trust (Trafford HQ)  
Meadway Health Centre, Meadway, Sale, M33 4PS

**For complaints about community midwifery services** write to Ms Chris McKay, Head of Midwifery Services,  
UHSM, Southmoor Road, Wythenshawe, M23 9LT 0161 998 7070

**For complaints about Mastercall out-of-hours services** contact Quality & Safety Dept  
Mastercall Healthcare  
International House, Pepper Road, Hazel Grove, SK7 5BW  
Tel: 0161 476 7001  
Email: [complaints.mastercall@nhs.net](mailto:complaints.mastercall@nhs.net)

### **If you have a constructive comment or suggestion instead -**

we'd like to hear from you. Comments forms and/or Friends & Family feedback forms are freely available in reception area or email us at [admin.wrhc@nhs.net](mailto:admin.wrhc@nhs.net). We will consider all ideas/comments and try and find practical ways of implementing these, within the resources we have available.

**Washway Road Medical Centre**

67 Washway Road  
Sale Cheshire M33 7SS

Telephone 0161 962 4354

**CONSENT FORM**

If the person making the complaint is not the patient themselves, then we need the written consent of the patient before we can properly respond.

I, (patient's name).....

authorize the complaint

- in writing - as attached, OR
- verbally (the main details to be written below)

by (complainant's name) ..... & relationship to patient .....

to be made on my behalf. I agree that the practice may disclose to the complainant (only in so far as necessary to answer the complaint) confidential information about me and my healthcare.

Patient's signature: ..... Date: .....

Address: ..... Date of birth: .....

..... Postcode: .....

Once completed, please return to:

Mrs Davis, Practice Manager,  
Washway Road Medical Centre, 67 Washway Road, Sale, M33 7SS.

Thank you.