

## 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  
Advocacy Focus (Trafford Office)  
Chester Road  
Stretford  
Manchester  
M16 9HD

Telephone: 0808 801 0390  
Email: [admin@advocacyfocus.org.uk](mailto:admin@advocacyfocus.org.uk)  
Website: [www.advocacyfocus.org.uk](http://www.advocacyfocus.org.uk)

## 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 H C Wilkinson  
Dr J E Clarke  
Dr G Ferguson  
Dr K Howard  
Dr O Hobman  
Dr R Holloway

## Washway Road Medical Centre

67 Washway Road  
Sale Cheshire M33 7SS

Telephone: 0161 962 4354  
Textphone 0161 905 4705  
Website: [www.wrmc.org.uk](http://www.wrmc.org.uk)  
Email: [admin.wrmc@nhs.net](mailto:admin.wrmc@nhs.net)

Last updated 03 2022

## **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 month of the incident. 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's been an incident causing a problem

Complaints about our service should be addressed to our Practice Manager Ms Tanya Burton. Alternatively, you may speak to or arrange to see her 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:**

For all Manchester University NHS Foundation Trust hospitals which include Wythenshawe Hospital, Manchester Royal Hospitals, Trafford General Hospital and Altrincham General Hospital, please contact their PALS department by email: [pals@mft.nhs.uk](mailto:pals@mft.nhs.uk) or call by calling: 0161 276 8686.

Manchester University NHS Foundation Trust are also responsible for Trafford Local Care Organisation (TLCO) who provide community services such as local health clinics, nursing or allied health services such as physiotherapy, podiatry etc. If you have a complaint about these services, then please use the PALS contact details as above.

**Trafford Clinical Commissioning Group** for complaints about local service provision, telephone: 0161 873 9634 or email: [customercare.trafford@nhs.net](mailto:customercare.trafford@nhs.net)

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

**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

**SECTION 1: PATIENT DETAILS**

Surname		Title	
Forename		Address	
Date of birth			
Telephone no.		Postcode	

**SECTION 2: THIRD PARTY DETAILS**

Surname		Title	
Forename		Address	
Date of birth			
Telephone No.		Postcode	

**SECTION 3: DECLARATION**

I hereby authorise the individual detailed in Section 2 to act on my behalf in making this complaint and to receive such information as may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint and may only be disclosed to those people who have consented to act on my behalf.

This authority is for an indefinite period/for a limited period only\*.

Where a limited period applies, this authority is valid until ...../...../..... (insert date).

**SECTION 4: SIGNATURE**

Surname & initials		Title	
Signature		Date	

Once completed, please return to:

Ms Tanya Burton, Practice Manager,  
Washway Road Medical Centre, 67 Washway Road, Sale, M33 7SS.

Thank you.