

Who else can I complaint to?

If you feel you cannot raise your complaint with us, you can contact the NHS Cheshire and Merseyside Intergrated Care Board Patient Experience Team:

Telephone: 0800 132 996

E-mail: enquiries@cheshireandmerseyside.nhs.uk

Writing: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY.

What if the issue isn't resolved to my satisfaction?

If you are not content with the outcome of your complaint, and after all attempts at a local resolution have been exhausted, you can ask the Healthcare Ombudsman to review your case. You should do this within 12 months of the date of your letter telling you about the outcome of your complaint. The contact details are:

Helpline 0345 015 4033 (8.30am to 5.00pm Mon to Thur / 8.30am to 12.00pm Fri).

If you need any help or advice to make your complaint to the Ombusman, you can contact your local ICAS which provides independent advocacy for people who have a complaint about the NHS.

ICAS (Independent Complaints Advocacy Service)

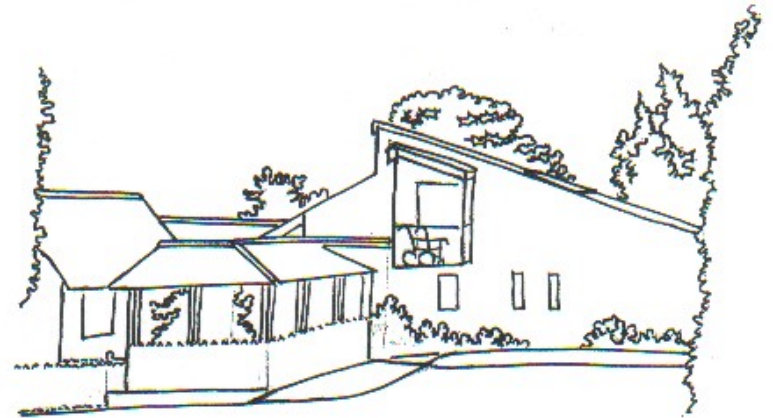
Telephone: 0300 456 8350

Laurel Bank Surgery
Malpas
Cheshire SY14 8PS



Phone: 01948 860205

**COMMENTS, COMPLAINTS
OR CONCERNS**
LAUREL BANK SURGERY
MALPAS, CHESHIRE SY14 8PS



Tel: 01948 860205



Comments, Concerns or Complaints:
We Value Your Opinion

We value your comments on how things are running and hope that you will tell us what you like about the practice and also any complaint you may have.

Complaints are treated confidentially. However, it will be necessary for doctors and staff to discuss confidential information. They will only do this as far as necessary to investigate the complaint.

We have a duty to protect the confidentiality of our patients: if a complaint is made by someone else on a patient's behalf, we will require the patient's own written consent. (not patients under 16 years of age, although we would want to know that they wish the complaint to be made if old enough to understand.)

We would ask you to make comments or complaints as soon as possible after the event, so that it is possible to investigate. Normally, this will be within a few days of the event happening.



Comments, Concerns or Complaints:
Help Us to Help You

Complaints should be made as soon as possible after an event and they will normally be made:

- ◇ Within 12 months of the date of the incident that caused the problem, or
- ◇ Within 12 months of the date of discovering the problem, provided that it is still possible for us to investigate matters effectively & fairly

Our aim is to deal with any complaint that has arisen as quickly as possible. Your complaint will be thoroughly investigated: we seek to meet with you to come to a mutual understanding of what has gone wrong and to take any action that may be needed to put things right. We will keep you informed about how we are progressing and write to you on completion .

Please ask for the detailed Patient Information sheet if you want more information.

