

Who Else Can I complain to?

If you feel you cannot raise your complaint with us, you can choose to complain to NHS England, who have replaced the former Primary Care Trusts.

Telephone: 0300 3112233

Contact Address: PO Box 16738, Redditch B97 9PT

Customer Solution Centre (formerly PALS)
1829 Building, Countess of Chester Health Park, Liverpool
Road, Chester CH2 1HJ Tel: 01244 650368

Healthwatch Advocacy

You may also wish to contact your local Healthwatch Complaints Advocacy service. Healthwatch supports patients and their carers who wish to pursue a complaint about any NHS treatment or care.

Telephone: 0808 802 3000

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 17:30pm Mon to Fri)

Email phso.enquiries@ombudsman.org.uk

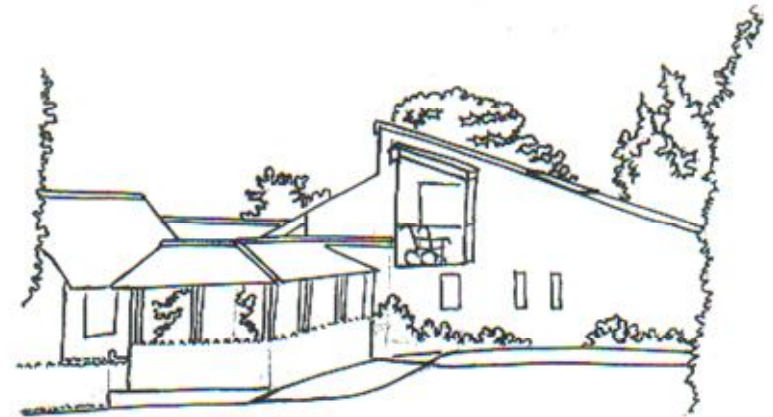


Laurel Bank Surgery
Malpas
Cheshire SY14 8PS

Phone: 01948 860205
Fax: 01948 860142



Comments, Complaints
or Concerns
Laurel Bank Surgery
Malpas, Cheshire SY14 8PS



Tel: 01948 860205

Fax: 01948 860142



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.**

