

# The Family Surgery



## Patient Complaints



The Family Surgery operates a complaints procedure that meets NHS standards for dealing with complaints

This leaflet provides information about resolving problems or making a complaint about our services

## Complaints Procedure

If you have a complaint or concern about a service you have received from The Family Surgery, then please do let us know.

**How to make us aware that you have a problem or an issue:**

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in **writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing it covers all of the necessary aspects.

**Send your written complaint to the:**

Practice Manager  
The Family Surgery  
107 Liverpool Road  
Birkdale  
Southport  
PR8 4DB

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 03003 11 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By post: NHS England, PO Box 16738, Redditch, B97 9PT

NB: A formal complaint should only be made to the practice or NHS England and not both.

### What we do next:

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days, and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

### Your privacy:

The General Data Protection Regulations (GDPR) determine how your personal data is processed and kept safe, along with the legal rights you have in relation to your own data. Should you have any concerns about how your personal information is managed by The Family Surgery, then please do write to the practice manager at the contact address provided in this leaflet.

Alternatively you can contact the practice Data Protection Officer. The Practice Data Protection Officer is Tara Moylan of Howbeck Healthcare.

Any queries in regard to Data Protection issues should be addressed to:

[DPO.healthcare@nhs.net](mailto:DPO.healthcare@nhs.net) or 01270 275217

You may also complain direct to the Information Commissioners Office (ICO):

Telephone: 0303 123 1113 (local rate) or 01625 545 745

For further information please ask the service for a patient information leaflet about GDPR.

### Complaining on behalf of someone else:

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception or download the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.