

# 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

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:](#)

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Most complaints can be resolved at local level. Please speak to a member of staff if you have a complaint or concern; our staff are trained to handle complaints. Alternatively, ask to speak to the deputy or practice manager, but note this may need to be a booked appointment.

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 complaint 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 or obtain this via the practice website. 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](#)  
[Southport](#)  
[PR8 4DB](#)

If for any reason you do not wish to speak to a member of our staff, then you can request that NHS Cheshire and Merseyside ICB investigates your complaint. They will contact us on your behalf:

By telephone: 0800 132 996

By email: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

By post: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY

NB: A formal complaint should only be made to the practice or NHS Cheshire and Merseyside ICB 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. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. You will then receive a final formal response in writing, which will provide full details and the outcome of the complaint.

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.

### If you are dissatisfied with the outcome:

You have the right to approach the Parliamentary & Health Service Ombudsman.

Their contact details are:

**Parliamentary and Health Service Ombudsman**

**Citygate, Mosley Street**

**Manchester**

**M2 3HQ**

**Tel: 0345 0154033**

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

[secure online form.](#)

You may also approach PALS, Healthwatch or Independent Advocacy Services for help or advice;

If you would like to share your experience or provide any feedback about one of our Services, you can email Patient Advice and Liaison Service (PALS) via [palsandcomplaints@merseycare.nhs.uk](mailto:palsandcomplaints@merseycare.nhs.uk) PALS provide a confidential service designed to help all patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure. They can help you to resolve your complaint informally.

The local Healthwatch can be found at:

<http://www.healthwatch.co.uk/>

Advocacy Support can be found at:

[POhWER](#) support centre can be contacted via 0300 456 2370

[Advocacy People](#) gives advocacy support on 0330 440 9000

[Age UK](#) on 0800 055 6112

The local Council can give advice on local advocacy services. Other advocates and links can be found on this [PHSO webpage](#)

### 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 Sharon Forrester-Wild 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.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.