

We at RK Medical Practice welcome all feedback good or bad as this helps us to train and educate all staff members where possible.

1. **Making a Complaint**

Most problems can be sorted out quickly and easily, if you have a concern or complaint; please try to tell the person who is involved immediately. They will listen to you and try to address the problem.

Send your written complaint to:

RK Medical Practice
Brownley Green Health Centre
171 Brownley Road
Manchester
M22 9UH

2. **Informal Complaints**

As a patient, relative or carer, you may wish to raise a concern about any aspect of your care but do not want to make a formal complaint. We aim to respond to those complaints at the time, but if you are not satisfied, then you are entitled to make a formal complaint.

3. **Oral Complaints**

Where a complaint is made orally, the complaint shall be recorded and a copy of the written record given to the complainant.

You may also want to make a complaint on behalf of someone else, provided you have their written consent and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given.

We hope you will allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you make a formal complaint to the practice it will not affect your right to complain to NHS England

4. Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you can do so in writing as soon as possible. After the event and ideally within a few days. In any event this should be within 12 months of the incident giving as much detail as you can.

5. **Complaining on behalf of someone else**

We at RK Medical Practice have strict rules on medical and personal confidentiality. If you wish to make a complaint on behalf of someone else, we will require the written consent of the person to confirm that they give consent for us to talk to you regarding the treatment that they received. Please ask at reception for the authority complaints form so the patient can sign to enable the complaint to proceed. Where the patient is incapable of providing consent due to illness or accident, it may be possible to deal with the complaint, please provide details of circumstances of this in your covering letter.

We are unable to discuss any issues relating to someone else without their expressed consent to do this, which must be in writing, unless the circumstances above apply.

We are not able to deal with questions of legal liability or compensation.

6. Practice Response

We will acknowledge the complaint within 3 working days of receipt orally or in writing. When acknowledging the complaint, we will offer to meet with you to discuss the complaint, at a time to suit you. We will advise the manner in which the complaint will be investigated and the likely timescale for this investigation and when the complainant is likely to receive a written response.

If you do not want to meet for a discussion, then we will determine the response time and notify you in writing.

We will aim to provide a written response within 20 days. We will let you know if it is likely to be longer than this, and keep you updated with the progress of your complaint. The written response will include an explanation of how the complaint has been considered, conclusions reached and how they may affect you. It will confirm any actions that need to be taken as a consequence of the complaint.

7. You may also approach P.A.L.S for advice

The Patient Advice and Liaison Service (PALS)

Tel: 0161 291 5600

Southmoor Road
Wythenshawe
Manchester
M23 9LT

P.A.L.S. Provide confidential advice and support, helping you with any concerns that you may have about the care that we provide and guiding you through the different services available from the NHS.

You may also write to:

NHS England
P.O. Box 16738
Redditch
B97 9PT
Tel: 0300 3112233

Or if resolution has not been reached, you have the right to take the complaint to the Health Service Ombudsman.

The Health Service Ombudsman

The Ombudsman is completely independent of the NHS and Government.

The Health Service Ombudsman for England

Millbank Tower

Millbank

London

SW1 4QP

Tel: 0345 015 4033