



Mosslands Medical Practice

Complaints and Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

Partners:

Dr Heather Craigie

Dr Mweemba Mweemba

Dr Laura Donaldson

Macdonald Rd,

Irlam,

M44 5LH

You are able to make a complaint via the below email address, or in writing to The Mosslands Medical Practice.

<https://www.mosslandsmedicalpractice.co.uk/>

m.mp@nhs.net

FAO: Kimberely Corley

Tel: 0161 7760737

Alternatively, you can ask to speak to a member of our team who will be happy to help.

PLEASE TAKE A COPY OF THIS LEAFLET

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

<https://www.cqc.org.uk/contact-us>

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on

****Please find details using web address below****

<https://www.pohwer.net/nhs-complaints-advocacy>

OMBUDSMAN

If you have not received a satisfactory response from your practice, your local Integrated Care Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or

<https://www.ombudsman.org.uk>

or Textphone (Minicom):

0300 061 4298

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Mosslands keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The Practice Management team hope that if you have a problem with the service you have received, that you will talk to us and if needs be follow the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact the below official body:

By Post: Salford Patient Services, NHS GM, Civic Centre, Chorley Road, Swinton, M27 5AW

EMAIL: gmicb-

sal.patientservices@nhs.net

Telephone: 0161 779 8800

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

By email: england.contactus@nhs.net

By telephone: 0300 311 22 33

Our opening hours are 9am to 6pm Monday to Friday. We are closed on bank holidays.

How to complain

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. In this instance a staff member will offer for you to speak with a manager if one is available. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem. If the issue is older than this, we will need to review the individual circumstances to see if we can still investigate.

Kimberley Corley, Assistant Practice Manager, will be pleased to deal with any complaint. Staff will explain the procedure to you and make sure that your concerns are dealt with promptly. The best way to make a formal complaint is in writing or by email. Please give as much information as you can, then send your complaint to the Practice for the attention of Kim Corley as soon as possible. Alternatively, email M.MP@NHS.NET but please be aware we do not recommend that you send confidential patient details by email, as it is not a secure method of communication.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible and, in a manner, satisfactory to all parties.

We shall acknowledge your complaint within 3 working days and agree a response time with you, though some more detailed issues can take longer to resolve we aim for this to be within 40 days.

When we look into your complaint, we aim to:

- (a) Find out what happened and what went wrong.
- (b) Make it possible for you to discuss the problem with those concerned, if you would like this.
- (c) Make sure you receive an apology, where appropriate.
- (d) Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining On Behalf Of Someone Else
Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Suggestions

Please use our suggestions box or let a member of staff know your suggestion

What You Can Do Next

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our Practice.

Please refer to back page for further guidance on what you can do next.

Our vision

Mosslands Medical Practice always aim provide an environment that promotes wellbeing for patients and all colleagues. Where our future aspirations include providing care, empathy and understanding of all stakeholders

Our mission

Mosslands Medical Practice provide a high standard of medical care in a friendly and professional manner.

We strive to be a caring practice that looks after the community whilst balancing the needs of our patients and staff.

We feel that a successful practice is one that evolves, reflects and embraces change and where staff are happy at work.“

Our core values; *Integrity, respect, (for ourselves and for others), Innovation, (Always moving forward with purpose).*