

## If you are dissatisfied with the outcome

You have the right to approach the

Commissioner of Primary Care Service please contact NHS Cheshire and Merseyside

- Telephone: 0800 132 996
- Email: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)
- Writing to us at: Patient Experience Team, no 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY.

Health Service Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 0154033

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

You may also approach PALS for help or advice.

You can contact the team direct on 0800 054 2137, or email them at [WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk)  
PALS can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

The practice Complaints Manager is:

Miss Kate Taverner

[kate.taverner@nhs.net](mailto:kate.taverner@nhs.net)

[cmicb-wi.klmp@nhs.net](mailto:cmicb-wi.klmp@nhs.net)

**Kings Lane Medical Practice,  
Higher Bebington Health Centre, 25 Brackenwood Road, Higher Bebington, CH63 2LR**

## Advocacy Support

- **POhWER Support centre 03004562370 - Advocates for supporting patients with Disability, Illness or Social exclusion**
- **Age Uk - 0800-055-6112**
- **Local council can give advice on local advocacy services**

## Kings Lane Medical Practice

Higher Bebington Health Centre  
25 Brackenwood Road  
Higher Bebington  
Wirral  
CH63 2LR

## Complaints Procedure



**Also see separate Complaints Form available at Reception**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, 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

giving as much detail as you can.

If you are a registered patient, you can complain about your own care. You are unable to complain about

Someone else's treatment without their written authority. See the separate section in this leaflet.

We can 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 this covers all the necessary aspects.

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have investigated the matter as soon as possible. You may 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.

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 would like to do so.

When the investigations are complete your complaint will be determined, and a final response 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 sent initially 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 your right to escalate the

matter further if you remain dissatisfied with the response.

## 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.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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.

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

