

## Making a Complaint

Park View Group Practice Complaints Policy

### 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.

You may also make a complaint on behalf of someone else, provided you have their 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 are not able to deal with questions of legal liability or compensation. 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 Stockport Clinical Commissioning Group.

### Formal Complaints

It is important that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are **made within 12 months of the cause of the complaint**. However, the time limit can be waived if there are good reasons you could not have complained sooner.

Please put your complaint in writing to either the practice or NHS England.

Please write to the practice, addressed to:

The Practice Manager  
Park View Group Practice  
2 Longford Road West  
Reddish  
Stockport  
SK5 6ET

### NHS England

In April 2013 the NHS was changed in line with the new NHS Act. Primary Care Trusts and Strategic Health Authorities were abolished and their work was delegated to other organisations, including some new NHS bodies. As a result, the patient advice and liaison service (PALS) no longer exists and complaints about GP practices are dealt with by NHS England.

**NHS England**  
NHS Commissioning Board  
PO Box 16738  
Redditch  
B97 9PT

**Phone:** 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please write 'For the attention of the Complaints Manager' in the subject line.

**Website:** [www.england.nhs.uk](http://www.england.nhs.uk)

### NHS Complaints Advocacy Stockport

This service is independent from the NHS and provides support to make a complaint about the NHS in Stockport.

NHS Complaints Advocacy Stockport  
Dove House  
65 Union Street,  
Stockport,

SK1 3NP

Tel: 0161 475 6229

Fax: 0161 475 6216

Free Phone: 0800 633 5411

Email: [info@nhscomplaintsadvocacystockport.org.uk](mailto:info@nhscomplaintsadvocacystockport.org.uk)

### **Oral Complaints**

Patients unable or unwilling to put their complaint in writing may make their formal complaint orally.

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

### **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 28 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.

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

SW1P 4QP

Tel: 0345 015 4033

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

### **Complaints about other local health services**

Complaints about other services are dealt with by a variety of bodies. A full list is available by clicking the link below.

<http://stockportccg.org/making-an-enquiry/making-a-complaint-about-local-health-services/>