



Date Reviewed: July 2018

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PATIENT COMPLAINTS PROCEDURE

- We offer a practice complaints procedure to deal with comments, suggestions and complaints
- Our aim is to give the highest possible standard of service, and we try to deal swiftly with any problems that may occur
- Please give your details to the receptionist who will pass on to the Practice Manager . She will endeavour to contact you the same or next day. It is our priority to resolve any concerns which arise at an early stage
- If you write a letter your complaint will be acknowledged within 3 days and you will receive a written reply or an offer to meet us within ten days of receipt
- Occasionally if we have to make a lot of enquiries it may take a little longer, but we will keep you informed
- You may bring a friend or relative with you to the meeting
- We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed
- We hope that at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly
- However, if this is not possible and you wish to continue with your complaint, we will direct you to Stockport NHS or Parliamentary and Health Service Ombudsman who will be able to help you
- Please note that our practice procedure is not able to deal with questions of a legal liability or compensation.