

If you are dissatisfied with the outcome

However, you may want NHS England to deal with your complaint as we commission the service that has caused you to complain. The choice about who you want to deal with your complaint remains your decision.

To complain to NHS England
Telephone: 0300 311 2233
Email: england.contactus@nhs.net
Address: NHS England
PO Box 16738
Redditch
B97 9PT

The choice about who you want to deal with your complaint remains your decision.

Although most complaints are resolved independently the patient has a right to an independent review through the Parliamentary and Health Service Ombudsman (PHSO). If they remain unhappy once local resolution is completed.

The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Telephone: 03450154033
Email is phso.enquiries@ombudsman.org.uk
Fax is 03000614000

ICAS is a free, independent and confidential advocacy service that over the last seven years has supported over 30,000 people through the NHS complaints procedure.

Independent Complaints Advocacy Service
The Gateway Conference Centre
71 London Road
Liverpool
L3 8HY
Helpline Number: 0808 802 3000

Anfield Group Practice

98 Townsend Lane

**Townsend Lane Neighbourhood Health
Centre**

Liverpool L6 0BB

Tel: 0151 295 9520

Complaints Leaflet

**A Separate Complaints form is also
available at Reception**

[Type text]

Complaints Leaflet

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. 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 - because 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 6 months of the incident that caused the problem, or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager to discuss your concerns. Practice Manager will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into it within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved.

When we look into your complaint we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where it is appropriate
- identify what we can do to make sure the problem does not happen again

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 sent initially to 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 also right to escalate the matter further if you remain dissatisfied with the response.

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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. Please provide 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 writing, unless the circumstances above apply.

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

Who Should Complaint to

Under the NHS Complaints Regulations 2009 you can either choose the service provider, in this case Anfield Health as our experience tells us that by dealing with them directly, concerns can often be sorted out quickly and to your satisfaction.

Send your written complaints to:

The Practice Manager

Anfield Group Practice

98 Townsend Lane

Liverpool

L6 0BB

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