

## Complaining to NHS Cheshire and Merseyside Integrated Care Board

We hope that if you have a problem you will use our practice complaints procedure.

If you feel you cannot raise your complaint with us you can choose to complain to NHS Cheshire and Merseyside Integrated Care Board (ICB). Please visit their complaints information website:

<https://www.cheshireandmerseyside.nhs.uk/contact/complaints/>

## What if I am still unhappy?

### Parliamentary & Health Service Ombudsman

If you are unhappy with the response to your formal complaint you can consider taking your complaint to the Ombudsman. You can do this after all attempts for a local resolution have been exhausted. You should do this within 12 months of the date of our final letter. You have the right to ask the Ombudsman to review your case. The Ombudsman promotes improvements in healthcare by assessing the performance of NHS organisations.

The Health Service Ombudsman  
Millbank Tower  
21 Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033  
Monday to Thursday 8.30am to 5.00pm | Friday  
8.30am to 12pm

e-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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

**Drs Adey & Dancy**  
**Tarporley Health Centre**  
**Park Road**  
**Tarporley**  
**Cheshire**  
**CW6 0BE**

<https://www.drsadeydancy.nhs.uk>  
[cmicb-cheshire.drsadeyanddancy@nhs.net](mailto:cmicb-cheshire.drsadeyanddancy@nhs.net)

# Complaints Procedure

**Please ask at Reception for a separate complaints form**

**Contact Detail:  
Practice Manager**

**01829 732401**

## Making a Complaint

If you wish to raise a concern or complaint please contact the Practice Manager on 01829 732401 in the first instance.

Where you are not able to resolve your complaint in this way and you 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 discovering that you have a problem.

State your case clearly 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 are able to 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.

### Send your written complaint to:

Mrs Nicola Bird, Practice Manager  
Drs Adey & Dancy, Tarporley Health Centre, Park Road, Tarporley, Cheshire, CW6 0BE.  
E-mail:  
cmicb-cheshire.drsadeyanddancy@nhs.net

## What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 3 working days, and you will receive a response within 25 working days or the timescale agreed with you. It may be possible to arrange a conciliation/mediation meeting to discuss your complaint. This can happen before and/or after an investigation has been undertaken. Sometimes a meeting is useful in resolving a complaint.

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 also 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 direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.