**Park Medical**

**Drs J O’Donnell, J McClune, J Forde, J O’Kane,**

**V Cochrane & M Hibbert**

**Great James Street Health Centre**

**Derry BT48 7DH**

**Tel No: - 028 71378500**

[**www.park-medical.co.uk**](http://www.park-medical.co.uk)

**A GUIDE TO OUR PRACTICE COMPLAINTS PROCEDURE**

**What is a complaint?**

*“An expression of dissatisfaction that requires a response”*

Guidance in relation to the Health and Social Care Complaints Procedure (April 2023)

Our Practice-based Complaints Procedure is in line with the HSC Complaints Procedure

**Who can complain?**

You have a right to expect high standards of treatment.

However, sometimes things can go wrong and you may wish to complain because you are either:

1. **Dissatisfied** with a service provided, either to yourself, your relative or someone in your care.
2. **Or concerned** that you, your relative or someone in your care has not received a service you think should be provided.

Complaints can be helpful to us because they can highlight areas where **improvements** are necessary.

**How to complain**

If you have a complaint we would encourage you to tell the staff who are dealing with you. The staff member will refer your concerns to Mr Seamus McConnellogue (Practice Manager).

Contact Mr S McConnellogue by:

* Calling in person at the Health Centre
* Telephoning the surgery – (02871) 378500
* Or writing to the surgery at address above.

**Complaining on behalf of someone else**

Please note that the Practice must ensure strict adherence to the rule of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. Written consent from the patient concerned will be needed, unless they are incapable (because of illness) of providing this. This form will be given to you on request.

**What happens then?**

Whoever you ask to look at your complaint, will do their best to sort out the problem quickly.

Most complaints raised in person with the Complaints Manager are resolved on the spot or within a few days.

If you wish to have your complaints dealt with more formally then please write to the Complaints Manager – Mr Seamus McConnellogue (Practice Manager).

The aim is to ensure that such complaints are:

* Acknowledged within 3 working days
* Investigated thoroughly
* Treated confidentially
* Responded to fully, in writing, normally within 10 working days.
* Reported and copied to the SPPG Complaints Team for complaints monitoring purposes

**Details of investigation process**

The investigation may include an interview with you about your complaint. You may bring a representative or friend, if you wish.

If you are agreeable, the member of staff to whom the complaint relates may be present.

A full explanation and if necessary an apology and details of remedial action.

**If you are dissatisfied with our response**

We would encourage you to come back to the Practice and we will seek to resolve any outstanding issues either by further correspondence or by convening a meeting.

If you are still unhappy

If you are still dissatisfied after the complaints procedure has been completed, you can approach the Northern Ireland Public Services Ombudsman (NIPSO) to investigate your case. (Within 6 months of the final response received from the practice)

NIPSO is completely independent of both the Health and Social Care services and the Government.

Generally NIPSO will not take on a case which has not been through the HSC Complaints Procedure first.

NI Public Services Ombudsman

Progressive House, FREEPOST BEL1478

33 Wellington Place

Belfast BT1 6HN

Telephone 028 90233821

Freephone Telephone: (0800) 343424

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

**Strategic planning & performance group**

Some people with complaints may not wish to approach us directly. If this is the case, the Strategic Planning & Performance Group (SPPG) Complaints Team can act as an ‘honest broker’ or intermediary between complainants and the Practice to and provide support and advice to both parties to help resolve complaints at local level.

SPPG Complaints Team

12-22 Linenhall Street,

Belfast, BT2 8BS

Tel No: 028 95363893 or

E-mail:- complaints.sppg@hscni.net

**The Patient and Client Council**

Throughout the complaints investigation you also have a right to seek help of the Patient Client Council or PCC.

The Council is an independent body set up to represent your interests in health and social services. They are willing to assist you at any stage of your complaint by providing advice and support.

E-mail:- [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)

Freephone: - 0800 9170222

###### Help us to help you

People who use our services have an important responsibility to co-operate with staff in their treatment and care and to respect the rights of staff and of other patients.

By working together and by **listening** to each other’s views and concerns, and **acting** on them, we can **improve** the service for everyone.

It is your right to complain if you are dissatisfied. We can learn a lot from your complaints and concerns, as well as from your compliments, which are, also much appreciated.