

## **BELLE VALE MEDICAL PRACTICE**

Lead Complaints Officer Dr P Allen  
Deputy Complaints Officer David Davenport

If you have a problem or a complaint about the service you have received from us please let us know. This procedure is part of the NHS complaints system.

### **How to complain**

If you are unhappy with anything, please tell us immediately. We can often put right your problem very quickly.

If your problem cannot be sorted quickly and you wish to make a complaint, please do so as soon as possible – ideally within a matter of days or a few weeks. This enables us to establish what happened more easily. If this is not possible please make 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.

These time limits may be set aside if there are good reasons why you could not complain sooner and providing it is still possible to investigate the complaint effectively and efficiently.

Complaints should be addressed in writing to David Davenport the Practice Manager, or Dr P Allen the senior partner. You may email [bellevale.healthcentre@nhs.net](mailto:bellevale.healthcentre@nhs.net). Please provide the patients full name and date of birth, and as many specific details as you can. Alternatively you may ask for an appointment with David to discuss your concerns. He will explain the procedure to you and make sure your concerns are dealt with promptly.

### **What we will do**

We will acknowledge receipt of your complaint within 2-3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We will then 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 appropriate for you
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again
- Tell you what will happen next

### **Complaining on behalf of someone else**

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 required, unless they are incapable (because of illness) of providing this.

### **If you are not satisfied**

We hope that if you have a problem you will use the above procedure to give us the best chance of putting things right and improving our services.

However, if you feel uncomfortable raising a complaint with us, or you are unhappy with our response, you may complain to NHS England or Liverpool Clinical Commissioning Groups (CCG).

#### **NHS Liverpool CCG**

Complaints, c/o  
Chief Operating Officer  
The Department  
Lewis' Building  
Renshaw Street  
Liverpool  
L1 1JX  
[complaints@liverpoolccg.nhs.uk](mailto:complaints@liverpoolccg.nhs.uk)

#### **NHS England**

e mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
with "For the attention of the  
complaints team" in the subject line  
telephone 0300 311 22 33

### **Parliamentary and Health Service Ombudsman**

If you are not satisfied with the response from any of the above, you may complain to the Parliamentary and Health Service Ombudsman. The ombudsman carries out independent investigations into complaints about government departments, their agencies and the NHS. You can contact them at:

The Parliamentary and Health Service Ombudsman (PHSO)  
Millbank Tower, Millbank, London SW1P 4QP  
0345 015 4033 [phso.enquiries@ombudsman.or.uk](mailto:phso.enquiries@ombudsman.or.uk)