

**COMPLAINING TO ST HELENS ICB,**  
**ICAS, Healthwatch or CQC**

We hope that if you have a problem, you will allow the practice the opportunity to investigate your complaint using our complaints procedure.

We believe this will give us the best chance of putting right whatever might have gone wrong, and a way of Improving our services for patients.

This does not affect your right to approach St Helens ICB if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. You should contact :

**Complaints - NHS Cheshire and Merseyside**

**Post -Patient Experience Team**  
NHS Cheshire and Merseyside

No 1 Lakeside, 920 Centre Park Square  
Warrington, WA1 1QY, **Tel no:** 0800 132 996

**Email:** enquiries@cheshireandmerseyside.nhs.uk

**Patient Advisory and Liaison Service (PALS)**

NHS Merseyside, 3<sup>rd</sup> Floor Merton House, Bootle,  
Liverpool L20 3DL **Tel no:** 0800 218 2333

**Independent Complaints Advocacy Service (ICAS)**

Millennium House, Bickerstaffe Street,  
St. Helens WA10 1DH

**Healthwatch St. Helens**

2nd Floor, Beacon Building, College Street,  
St Helens, WA10 1TF **Tel no:** 0300 111 0007

**Care Quality Commission (CQC)**

[www.cqc.org.uk/notifications](http://www.cqc.org.uk/notifications)

**Tel no:** 03000 616161 or **Email:** enquiries@cqc.org.uk

**TAKING IT FURTHER.....**

If you remain dissatisfied with the outcome of your complaint you may refer the matter to:

**The Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank, London, SW1P 4QP

**Tel no:** 0345 0154033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



**Providing NHS services**



**FOUR ACRE HEALTH CENTRE**

**Burnage Avenue  
Clock Face  
St Helens  
Merseyside,  
WA9 4QB**

**Phone: 01744 819884**

**Fax: 01744 850382**

**Website: [Fouracrehealthcentre.co.uk](http://Fouracrehealthcentre.co.uk)**

**FOUR ACRE  
HEALTH CENTRE**

**COMPLAINTS**

**PATIENT INFORMATION LEAFLET**



**We Listen .....**

**We Act .....**

**We Improve .....**

# Introduction

If you have a complain, concerns or suggestions for improvement about the service you have received from the Doctors or any of the staff working in the Practice, please let us know.

We do our utmost to provide a high level of service at all times, but accept that occasionally this might not happen. When this occurs we will apologise and deal with your complaint as quickly as possible.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of confidentiality.

If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note showing their consent and signed by the person concerned will be required, unless they are incapable (because of severe illness or mentally Incapacitated) in which case the doctors will need to determine the release of medical information without the patient's consent may seek legal advice before doing so.

If this happens you will receive a letter keeping you up to date with events and will be given an estimate of when you should receive a response. Where the complaint involves a patient that is deceased, the consent from the patient's next of kin will be required before any confidential information can be disclosed. If a response is going to take longer than expected, we will write to you explaining the reasons for the delay and give you a revised date when you can expect to receive a response.



## 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 problems cannot be sorted out 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 weeks, as this will enable us to establish what happened more easily.

If it is not possible to do that please let us have the details of your complaint:

- Within 12 months of the incident that caused the problem
- Within 12months of discovering you have a problem (can be waived in certain circumstances)

## VERBAL AND WRITTEN COMPLAINTS

Most complaints can be sorted out informally.

This will of course depend on the type of complaint and severity.

Often it can be a breakdown in communication that is the cause of the problem. In this case we can deal with this quickly.

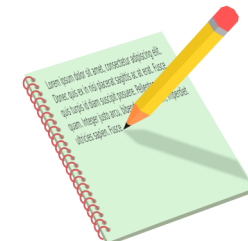
Should you wish to make a complaint in writing please ask one of our receptionists for a complaints form.

## **Written complaints should be addressed to:**

Dr Tatiana Tchikhiaeva, Lead GP and Registered CQC Manager or Miss Suzanne Ralphson (Practice Manager)

Alternatively, you can complain to the local Patient Advisory and Liaison Service (PALS) Complaints Department, or another provider such as St Helens ICB, ICAS (Independent Complaints Advisory Service), Health Watch, St Helens, or CQC.

Once your complaint is received, you will receive an acknowledgement of it within 3 working days.



## **For informal complaints:**

You can ask to speak to Miss Rebecca Jones (Reception Supervisor) or Miss Tara Parlane (Administration Supervisor), Practice Manager Miss Suzanne Ralphson

In their absence, any of the doctors will attempt to resolve the situation satisfactorily.

They will explain the Complaints Procedure to you and will make sure your concerns are dealt with promptly.

It will be a great help if you are as specific as possible about your complaint i.e., dates, times, what was said or done etc.

