

If you are Dissatisfied with the Outcome

You may also approach NHS England for help or advice;

NHS England welcomes concerns, compliments and complaints as valuable feedback that can help us learn from experiences and make improvements to services we commission.

Contact details

Cheshire and Merseyside Integrated Care Board:

By post to:

Patient Experience Team,
No 1 Lakeside,
920 Centre Park Square,
Warrington, WA11QY.

By email to:

enquiries@cheshireandmerseyside.nhs.uk

Please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0800 132 996 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

They will take a note of your complaint and arrange for it to be passed to a case officer

Second stage of the complaints process

If you are not content with the reply from NHS England, the next step is to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint and how it has been handled.

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

The PHSO undertakes independent investigations into complaints alleging that government departments and other public bodies in the UK, including NHS England, have not acted properly or fairly or have provided a poor service.

The Parliamentary and Health Service Ombudsman (or Health Service Commissioner for England) has the same powers as a court of law. NHS England therefore has a legal duty to co-operate fully with any inquiry or investigation that the PHSO carries out in relation to a complaint and to provide any relevant documents.



The Village Surgeries Group

Tattenhall Village Surgery

&

Farndon Village Surgery

Tattenhall Village Surgery,

Ravensholme Lane,

Tattenhall,

Chester

CH3 9RE

Tel: 01829 771588

Farndon Village Surgery,

Church Lane,

Farndon,

Chester

CH3 6PT

Tel: 01829 771588

Complaints Procedure

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, 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 and you 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.

Send your written complaint to:

The Patient Services Manager,
The Village Surgeries Group,
Tattenhall Village Surgery,
Ravensholme Lane,
Tattenhall,
Chester,
CH3 9RE

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. You may then receive a formal reply in writing, or you may be invited to meet with the persons concerned to attempt to resolve the issue.

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.

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.