



St Helens
Medical Centre

Complaints, Comments and Suggestions

At St Helens Medical Centre, our goal is to provide the highest standard of care for our patients.

However, we understand that things do not always go as planned, and we are committed to working with you to resolve any issues you may encounter.

It is important that any issues our raised to us as this allows us to review our processes and continue improving our service.

Making a complaint

If you have any concerns or complaints about the service you have received from our staff, whether clinical or clerical, please do not hesitate to let us know.

We aim to resolve most issues quickly and easily, often by addressing them directly with the person involved at the time they arise. However, if the issue cannot be resolved in this way and you wish to file a formal complaint, we encourage you to contact us as soon as possible. This will help us investigate the matter and understand what happened.

If you are unable to address the issue immediately, please submit your complaint:

- Within 12 months of the incident, or
- Within 12 months of becoming aware of a problem.

The practice "Complaints Manager" is Charlotte Morrison who is responsible for managing complaints and ensuring adequate investigations are carried out.

If you wish to file a formal complaint, please submit it in writing to the practice or via email to hiowicb-hsi.sthelensmc@nhs.net, marked 'FAO Complaints Manager'. Kindly provide as much detail as possible.

What we will do

We will acknowledge your complaint within 3 working days and aim to investigate and respond to you within 28 working days from the date it was raised.

During our investigation, we aim to:

- Determine what happened and what went wrong
- Offer an apology where appropriate
- Identify steps to prevent the issue from happening again

Once the investigation is complete, we will provide a written response to your complaint.

Complaining on behalf of someone else

It is possible to complain on behalf of someone else. If you want to do this, you will need the individuals consent to act on their behalf.

If you are a relative or friend of someone who cannot give permission for you to complain on their behalf because they are ill, disabled or deceased, you can make the complaint if it is agreed that you are a suitable representative.

What you can do next

We encourage you to use our practice complaints procedure if you have an issue, as we believe it provides the best opportunity to address any concerns and improve our service.

However, should you feel unable to raise your complaint with us or remain dissatisfied with how it is being handled, you have the right to contact South East Complaints Hub who are responsible for handling complaints about GPs, dentists, pharmacists/pharmacies and optometrists/opticians within South East England.

South East Complaints Hub
NHS Frimley ICB
King Edward VII Hospital
St Leonards Road
Windsor
SL4 3DP

Tel: 0300 561 0290

Email: frimleyicb.southeastcomplaints@nhs.net

Website: www.frimley.icb.nhs.uk/contact-us/complaints-and-compliments

You have the right to independent advice or support from:

Southwest Advocacy Network (SWAN) are commissioned by the Isle of Wight Council to provide information and support to patients wishing to make an NHS complaint. The service is free, independent to the NHS and confidential.

Tel: 03333 447928

Email: iow@swanadvocacy.org.uk

Website: www.swanadvocacy.org.uk/services-near-you/iow

If you remain dissatisfied with the response to your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman.

Tel: 0345 015 4033

Address: Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

Website: www.ombudsman.org.uk/making-complaint

Help us improve

We are always working to improve the service we provide. If you have had a positive experience or have any suggestions on how we can improve, we would love to hear from you.