

How do I make a complaint about the care or service I have received at Heaton Mersey Medical Practice?

We welcome ideas to help us improve our services and endeavour to provide and maintain a high standard of service at all times. If you are concerned or unhappy about your experiences at the surgery we hope that you will allow us to look into the matter and if necessary, put right any problems or mistakes that have been made.

In the first instance, please contact the Practice Manager, Mrs Michelle Davenport at the surgery either in writing or by telephone on the practice phone number – 0161 426 9400.

We will acknowledge your complaint in writing within 2 working days and will provide you with the anticipated date by which you can expect a full response.

Complaints are investigated by the Practice Manager and the Senior Partner unless the complaint concerns one of those persons, in which case, another Partner will lead the investigation.

What if I want to make a complaint but don't want to approach the practice directly?

If you would prefer not to approach the practice you can contact the National Commissioning Board who will be happy to deal with your complaint on our behalf:

NHS England
NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233
Email: nhscommissioningboard@hscic.gov.uk

What if I need help or guidance to raise a complaint?

The Independent Complaints Advocacy Service (ICAS) are able to support you through the NHS complaints process. Their contact details are:

North West ICAS,
Arthur House,
Chorlton Street,
Manchester
M1 3FH.
Tel: 0808 802 3000

What should I do if I am not happy with the response from the practice?

Should you remain dissatisfied with our response to your complaint, you have the right to contact the Parliamentary and Health Service Ombudsman. Their contact details are:

The Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank,
London
SW1P 4QP
Tel: 0345 0154033
Email: phso.enquiries@ombudsman.org.uk.

How do I complain if I have concerns about commissioning decisions?

If your complaint is regarding the commissioning decisions of the Clinical Commissioning Group (CCG) please contact their Customer Services Department on 0161 426 5889.