

## If you need help in making a complaint

You may wish to contact NHS England for help and guidance.

### Patient Experience Matters

Trafford – NHS GM                      Tel: 0161 873 9577 for complaints  
Trafford Town Hall                      0161 873 9634 for informal advice  
Stretford M32 0TH  
Email: [gmicb-tr.patientexperience.trafford@nhs.net](mailto:gmicb-tr.patientexperience.trafford@nhs.net)

Alternatively the service provided by Independent Complaints Advocacy can help progress your complaint and you can contact them at:

### Independent Complaints Advocacy

Arthur House  
Chorlton Street                              Telephone: 0808 801 0390  
Manchester                                      Email: [traffordica@carersfederation.co.uk](mailto:traffordica@carersfederation.co.uk)  
M1 3FH    Website: [www.carersfederation.co.uk/ica](http://www.carersfederation.co.uk/ica)

## Taking your complaint further

We hope our practice complaints procedure will give us the best and most direct chance to give you a full explanation and put right whatever has gone wrong. If however, you are dissatisfied with the result of our investigation or response and wish to formally take this to the second, final, independent review stage, please contact:

The Health Service Ombudsman                      [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Millbank Tower  
Millbank  
London    Telephone: 0345 015 4033  
SW1P 4QP    (8:30am–5:30pm, Monday-Friday)

Alternatively you may wish to contact the Care Quality Commission directly if you have concerns about the services we provide.

Care Quality Commission                              [www.cqc.org.uk](http://www.cqc.org.uk)  
National Correspondence  
Citygate  
Gallowgate    Telephone: 0300 061 6161  
Newcastle upon Tyne                                      (8:30am-5:30pm, Monday-Friday)  
NE1 4PA    Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

# COMPLIMENTS, SUGGESTIONS, CONCERNS AND COMPLAINTS

## Our guide for patients

### Conway Road Medical Practice

80a Conway Road  
Sale Cheshire M22 2TB

Telephone 0161 973 1151  
Website: [www.conwayroadsurgery.co.uk](http://www.conwayroadsurgery.co.uk)  
Email: [gmicb-tr.conwayroadmp@nhs.net](mailto:gmicb-tr.conwayroadmp@nhs.net)

Our practice aims to provide the best possible standard of service and the highest level of individual patient care.  
We invite you, our patient, to feedback your views on our service and the care you receive.

## COMPLIMENTS / SUGGESTIONS

We are always delighted to hear from patients who have been satisfied with the care they receive. Cards and messages are an encouragement to all staff.

If you feel you have an idea or a suggestion which benefit future patients – please write it down on one of our comment/suggestion forms and put into the prescription box. Alternatively email us or inform a member of staff.

## **COMPLAINTS**

If you have a complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know. We cannot start to resolve your complaint until we know about it. Our practice complaints procedure meets all the national criteria and is part of the NHS system for dealing with complaints.

### **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 problem cannot be sorted out in 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. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within

12 months of the incident that caused the problem; or  
12 months of discovering there has been an incident causing a problem

Complaints about our service should be addressed to our Practice Management team – Pam Wilson or Tracy King. Alternatively, you may speak to or arrange to see one of the team, in order to discuss your concerns, by calling 0161 973 1151.

Our practice complaints procedure is confidential and remains within our practice. In addition, all reference to your complaint is kept completely separate from your medical records.

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

If you are making a complaint on behalf of someone else, it would be better if you have their permission to do so. Without their permission we may not be able to investigate complaint as thoroughly. Please contact us in the first instance to discuss your query

### **What happens next**

We will acknowledge your complaint within 3 working days of receipt. We will develop a plan with you explaining how we will handle and investigate your complaint and when you can expect to receive our full response. 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 you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to ensure that wherever possible, the problem does not happen again.

### **If you have a complaint about another local NHS service:**

**Manchester Foundation Trust** – Hospital based complaints  
**or**

**Trafford Local Community Organisation** for complaints about community services such as local health clinics, district nursing, community matrons or allied health services such as podiatry, ear clinic etc

**Please contact PALS** on 0161 276 8686 or via email [pals@mft.nhs.uk](mailto:pals@mft.nhs.uk)

**For complaints about Mastercall out-of-hours services** contact Quality & Safety Dept  
Mastercall Healthcare  
International House, Pepper Road, Hazel Grove, SK7 5BW  
Tel: 0161 476 7001  
Email: [complaints.mastercall@nhs.net](mailto:complaints.mastercall@nhs.net)

### **If you have a constructive complaint, comment or suggestion instead -**

We would like to hear from you. Comments forms are available in reception area or email us at [gmicb-tr.conwayroadmp@nhs.net](mailto:gmicb-tr.conwayroadmp@nhs.net). We will consider all ideas/comments and try and find practical ways of implementing these, within the resources we have available.

