

Other Authorities

We sincerely hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint direct with us there are several alternatives.

Patient Advice and Liaison Services

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. They can be contacted by calling the national Freephone number 0800 121 4430.

NHS England

You can contact NS England by post at:
NHS England
PO Box 16738
Redditch B97 9PT
Email: england.contactus@nhs.net
phone: 0300 311 22 33

Ombudsman

If you are not satisfied with the outcome of your complaint, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit www.ombudsman.org.uk

Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on 03000 616161 or alternatively visit www.cqc.org.uk

Wellfield Health Centre
116 Oldham Road
Rochdale
OL11 1AD

Tel: 01706 397600

Email:
hmrccg.wellfieldhc@nhs.net



Wellfield Health Centre

Feedback and Complaints

Patient Leaflet



Let the Practice Know Your Views

Wellfield Health Centre are always looking for ways to improve the service we offer to our patients. To help us to achieve our aims, we would be grateful for any constructive ideas, suggestions or criticisms. There are various ways you can do this:

- Speak to a member of staff
- Place a suggestion in the suggestion box at reception
- By post or email
hmrccg.wellfieldhc@nhs.net

We will try where possible to act on your ideas and suggestions, but please appreciate this may not always be practical due to guidelines laid out by our governing bodies.

Complaints Procedure

If you have a complaint about the service or treatment you have received from the practice, please let us know as soon as possible so we can work to resolve any issues.

You can complain in writing, by e-mail or by speaking to a member of staff. We also have a complaints form available from the reception desk or by downloading a copy from our website:
www.wellfieldhealthcentre.co.uk

Please note: If you make a complaint please be assured that your care and treatment, and that of your family will not be compromised.

How to Complain

Where possible, please try and discuss your complaint with the staff member involved. Where the issue cannot be solved in this manner, please ask to speak to our Patient Services Manager who will try to resolve the problem and can offer more advice on the complaints procedure if necessary. If the issue cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible. This allows the practice to get clear and accurate information regarding the circumstances of the complaint.

If it is was not possible to raise your complaint immediately, please let us have details of any issue:

- Within 12 months of the incident leading to the complaint
- Within 12 months from the complaint coming to your attention

The practice will acknowledge your complaint within 3 working days and seek to agree with you on how the problem will be investigated and the timescale for this to take place. We aim to:

- Ascertain the full circumstances of the complaint.
- make sure you receive an apology where appropriate
- Identify what the practice can do to make sure similar circumstances do not occur again.

Complaining on Behalf of Someone Else

Wellfield Health Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of somebody else, we need to know that you have the permission of the patient to do so. A signed Consent Form from the patient will be required, unless they are incapable of providing this due to disability or illness.

Need help with making a complaint?

It is important for you to know that you can receive independent support to make your complaint. This support is free and available to you at any stage of the complaints process. Your local independent complaints advocacy service is provided by:

Advocacy Together Hub Rochdale
Castlemere Community Centre
Tweedale St
Rochdale
OL11 1HH
rochdaleadvocacy@together-uk.org
01706 645 830
07867 459 340

