

MOIRA SURGERY
52 MAIN STREET, MOIRA, BT67 0LQ, TEL: 028 92611278

COMMENTS, COMPLAINTS AND SUGGESTIONS

Our aim is to provide the highest level of care for our all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint:

If you have any complaints or concerns about the service that you have received from the doctors or staff working in this practice, please let us know.

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 inform us **as soon as possible** – ideally within a matter of days or at most within a few weeks as this will enable us to establish what happened more easily. If this is not possible, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem or
- Within 6 months of discovering that you have a problem, provided that it is within 12 months of the incident taking place.

The Practice Manager, Elizabeth Watson will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Elizabeth Watson.

In writing – some complaints may be easier to explain in writing. Please provide as much information as possible and then send your complaint to the practice for the attention of Elizabeth Watson as soon as possible.

What we shall do:

Our complaints procedure is designed to ensure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have investigated your complaint within 10 working days of the date when you first raised it with us. We shall then be in a position to offer you an explanation or a meeting with the person involved.

When we investigate your complaint, 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 option).
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else:

Please note that we adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to ensure that you have his/her permission to do so. A note signed by the person concerned will be required, unless they are incapable (due to illness) of providing this.

Complaining to the Health and Social Care Board

We hope that, if you have a problem, you will make use of our Practice-based complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However if you remain dissatisfied with the response to your complaint, you may seek advice from:

- Complaints Office
Health & Social Care Board
12-22 Linenhall Street
Belfast BT2 8BS
Tel: 028 9032 1313
Email: complaints.hscb@hscni.net
www.hscboard.hscni.net
Hotline telephone number for Southern Board: 028 9536 3893

An information leaflet is available explaining how your concerns will be handled and contact details for the Patient and Client Council who also offer support for complainants, if required. Their Headquarters are at:

- Patient and Client Council
1st Floor, Ormeau Baths
Ormeau Avenue
Belfast BT2 8HS
Tel: 028 90321230
Freephone: 0800 9170222
Email: info.pcc@hscni.net
Website: www.patientclientcouncil.hscni.net

In the event that these measures have not resolved the issue, you can refer your complaint to the Northern Ireland Commissioner for Complaints (the Ombudsman) at:

- The Ombudsman
Progressive House
33 Wellington Place
Belfast BT1 6HN
Tel: 028 9023 3821
Freephone: 0800 343424
Email: ombudsman@ni-ombudsman.org.uk
Website: www.ni-ombudsman.org.uk

Complaints about Trust staff, Community Services or the building

Certain professionals such as the Treatment Room nurses, district nurses, health visitors and Community Services are contracted by South Eastern Health & Social Services Trust or the Southern Health and Social Care Trust and they are responsible for dealing with any complaints relating to these employees.

Any complaints about South Eastern Health & Social Services Trust staff or Community Services should be addressed to: The Complaints Patient Liaison Department, Health & Care Centre, 39 Regent Street, Newtownards BT23 4AD, Tel: 028 9056 1427, email: complaints@setrust.hscni.net

Any complaints about Southern Health and Social Care Trust staff or Community Services should be addressed to: Corporate Complaints Officer, Trust Headquarters, Craigavon Area Hospital, 68 Lurgan Road, Portadown, BT63 5QQ, Tel: 028 3861 4150, email: complaints@southerntrust.hscni.net

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.