

Comments Complaints and Suggestions

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

Making a complaint

If you have any comments, complaints or suggestions about the service that you have received from the doctors, nurses or staff working for this Practice, please let us know by contacting the Practice Management Team on 01253 344544. Please leave a message with reception if they are not available and your call will be returned.

We hope that most problems can be sorted out easily and quickly, often at the time they arise. If your problem cannot be sorted out 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 – because this will enable us to establish what has happened more easily. If it is not possible to do that, 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 is within 12 months of the incident

The Practice Management Team will be pleased to deal with any complaint. They will explain the procedure to you and make sure your concerns are dealt with promptly. You can make your complaint:

- In person – ask to speak to a member of the Practice Management Team
- In writing – please give as much information as you can, then either hand in or send your letter of complaint to the Practice Manager as soon as possible

Bloomfield Medical Centre
118-120 Bloomfield Road
BLACKPOOL
FY1 6JW
Email: bloomfield.medical@nhs.net

What do we do

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

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or an opportunity to meet with us.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with us
- Make sure you receive an apology, if appropriate
- Identify what we can do to make sure the problem does not 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 keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What can you do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach Blackpool Primary Care Trust if you are dissatisfied with the way we are dealing with your complaint. The Patient Advice and Liaison Service (PALS) based at Blackpool Victoria Hospital on telephone number 01253 655588 can provide confidential advice and support about the care we provide, guiding you through the different services available from the NHS. Help is also available through the Independent Complaints Advocacy Service (ICAS) telephone number 0845 120 3735.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 020 7448 9200, or write to them at:

Healthcare Commission (Complaints Team)
Peter House,
Oxford Street,
Manchester,
M1 5AN

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, by writing to us at the surgery:

Practice Manager
Bloomfield Medical Centre
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Email: bloomfield.medical@nhs.net
www.bloomfieldmedical.co.uk