Boughton Health Centre
Hoole Lane
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CH2 3DP
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www.boughtonhealthcentre.co.uk

Dr. Edward Henry
Dr. Susannah Grey
Dr. Andrew O'Brien
Dr. Patricia McCully
Dr. Sarah Aston
Dr. Florence Collet
Dr. Sophia Khan
Dr. Oliver Wright
Dr. Daniel Jones
Dr. Thomas Micklewright

Business Manager:
Rachel Kennouche

Have a concern or a complaint?

These are our practice's procedures for dealing with your concerns, comments or complaints:

- We aim to provide a high standard of care and service to you.
- We welcome constructive criticism and comments. These enable us to continuously evaluate and improve our service to our patients.
- We aim to resolve problems informally and amicably.
- We will always maintain your confidentiality.

If you have a concern or complaint, this is what to do:

- Write or speak to the Business Manager. In their absence, speak to the Operations Manager or another member of the Management Team.
- If your complaint is about a member of staff, our clinical services or administrative procedures, the matter will be investigated and dealt with by the Responsible Person, the Senior Partner. All formal complaints should be made in writing to ensure we have all the facts to enable us to fully respond to you. Patients have the right to raise a complaint within 12 months of an incident arising (or of them becoming aware of that situation). The Responsible Person will offer to meet with you to discuss the matter in person and to find a solution to the problem that has arisen. We do recommend this option, but it is optional on the part of the patient, you may bring a friend to this meeting if you wish.
- If your complaint is about a medical matter, you will, if you wish, also be offered an appointment with a clinician. You may bring a companion to this meeting if you wish.
- We will acknowledge your complaint within three working days of your complaint being received.
- When the matter concerning you has been investigated, you will then be contacted in writing within twenty working days.

You may also make your complaint directly to **NHS Cheshire and Merseyside ICB**, who commissions our service:
***By telephone**:* 0800 132 996
Visit their website: https://www.cheshireandmerseyside.nhs.uk/contact/complaints/
By post: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY.

In many cases, concerns can be resolved more swiftly and effectively by engaging **directly with the organisation that delivered the care**, without the need for the ICB to be involved at an early stage.

However, if you are not satisfied with our response, you have the right to take your complaint to the **Public Service Ombudsman.** The Ombudsman is independent of government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033. Further information about the Ombudsman is available at www.ombudsman.org.uk.

You can write to the Ombudsman at:
The Public Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ

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