Boughton Health Centre
Hoole Lane
Boughton
Chester
CH2 3DP
Tel: 01244 325421
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 data protection complaint?

These are our practice's procedures for dealing with concerns, comments or complaints about how your personal information is handled:

- We aim to handle all personal information lawfully, fairly, securely and confidentially always.
- We welcome comments, concerns and complaints about confidentiality, records, access to information, online services or any other data protection matter. This helps us improve our services and information governance arrangements.
- We aim to resolve concerns informally and amicably wherever possible.
- We will always maintain your confidentiality and handle concerns sensitively and respectfully.

If you have a concern or complaint about your personal information, this is what to do:

- Write or speak to the Practice Manager, Information Governance Lead or another member of the Management Team.
- If your complaint is about confidentiality, access to records, incorrect information, information being shared wrongly, online services, CCTV, call recordings or any other personal data issue, the matter will be investigated by the appropriate member of the management team with support from the Practice's Data Protection Officer and, where appropriate, the Caldicott Guardian or a clinician.
- Complaints may be made in writing, by email, by telephone or in person. You do not need to complete a specific form or use legal terms for us to accept your complaint.
- If your complaint concerns another person's information, we may need appropriate proof that you have authority to act on their behalf before confidential information can be discussed with you.
- If your complaint involves an urgent confidentiality risk, safeguarding concern or information disclosed to the wrong person, this will be escalated immediately for review.
- We will acknowledge your complaint within five working days of receiving it.
- When the matter concerning you has been investigated, we will write to you explaining our findings, the outcome of the complaint and any actions taken.

You also have the right to raise your concern with the:

Information Commissioner's Office (ICO)

Telephone: 0303 123 1113 **Address**: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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If your concern also relates to the NHS service you received, you may additionally use the NHS complaints process through your local Integrated Care Board (ICB).

In many cases, concerns can be resolved more quickly and effectively by contacting the practice directly first.

However, if you remain dissatisfied with our response, you may also contact the:

Public Service Ombudsman

Telephone: 0345 015 4033 **Address**: The Public Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ.

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