



LANGBANK
MEDICAL CENTRE

Compliments and Complaints.

Information and Guide



This brochure contains information on how to give Langbank Medical Centre a compliment or complaint.

What can I do if I want to compliment a member of staff or the practice?

The team at Langbank work very hard to ensure that our patients are supported and cared for to the highest degree – this is why we believe it’s important to remind our staff of how much they’re making a difference.

If you feel like you want to let us know what we’ve done right or indeed who’s done it right – please don’t hesitate to file a compliment with us.

In person or by telephone:

Please ask to speak to the Reception Supervisor or the Practice Manager.

OR

Online:

Please see our website for details: <https://www.langbankmc.nhs.uk>

OR

By email:

Please email the Practice Manager at: deepag@nhs.net

OR

In writing:

Please give as much information as you can and send your compliment to the Practice for the attention of the Practice Manager.

What are the next steps if you remain dissatisfied?

We hope that, if you have a problem with the Practice, you will use our Practice complaints procedure to give us the opportunity to try and resolve it.

Not only will this give us the best chance of putting right whatever has gone wrong for you personally but it will also give us the opportunity to learn from your experience and improve our service to other patients.

However, if at the end of our internal complaints procedure you remain dissatisfied, you have the right to ask the Health Service Ombudsman to review your case. The Ombudsman has powers set down by law and helps to resolve complaints about the NHS.

This is a free service but generally only available AFTER the Practice has had a chance to sort out your complaint. If you decide to approach the Ombudsman, you should do this as soon as possible after you have exhausted the Practice procedure.

To contact the Health Service Ombudsman you can:

Visit: www.ombudsman.org.uk

Telephone : 0345 015 4033

Textphone (minicom): 0300 061 4298

Fax : 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Text: "call back" with your name & mobile number to:

07624 813 005

(they will call you back)

Write to: The Health Service Ombudsman, Millbank Tower,
Millbank, London SW1P 4QP



Making a Complaint.

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

If you have any complaint or concern about the service that you have received from us, please let us know as soon as possible.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

However, if your problem cannot be sorted out in this way and you wish to make a more formal complaint, this leaflet provides information to help you do that.

If you would like help to make your complaint, you can ask the local Healthwatch Advocacy.

This is a free, independent & confidential complaint advocacy service.

Healthwatch Advocacy
The Gateway Conference Centre,
71 London Road
Liverpool, L3 8HY
Free phone – 0808 801 0389
merseysideandcheshire@healthwatchadvocacy.co.uk
Fax – 0151 298 3275

You can make your complaint in a number of ways:

The Practice has a complaint form which you can complete and you can also register your complaint in other ways:

In person or by telephone:

Please ask to speak to the Reception Supervisor or the Practice Manager.

OR

Online:

Please see our website for details: <https://www.langbankmc.nhs.uk>

OR

By email:

Please email the Practice Manager at: deepag@nhs.net

OR

In writing:

Please give as much information as you can and send your complaint to the Practice for the attention of the Practice Manager.

If you prefer, you can contact NHS England rather than the Practice direct. Under the NHS Complaints Regulations 2009 you can choose to either complain to Langbank Medical Centre (as experience Nationally has shown that dealing directly can often help concerns to be sorted out quickly and to your satisfaction).

However, you may want NHS England to deal with your complaint as they commission the services that we provide.

To complain to NHS England , you can:

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Write: NHS England PO Box 16738 Redditch B97 9PT

What we will do when you complain to us directly:

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

If you have complained in writing, online or by email, we will normally acknowledge your complaint within 3 working days and aim to

investigate and respond to your complaint as soon as is practicable. Often within 10 working days

Our internal investigation will often involve a review of our systems and processes as well as interviews with the clinician or staff member involved.

If your complaint is about a clinical issue, we may also hold a meeting with all the Practice clinicians to discuss the issues that you raise and see what can be done differently.

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

- Find out exactly what happened and why things appeared to go wrong .
- Make it possible for you to discuss the problem with those concerned, if you would like to do this .
- 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 we will formally respond to you, either verbally or in writing - as appropriate.



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@LangbankC