

FIG TREE MEDICAL PRACTICE
PATIENT INFORMATION LEAFLET

Practice complaints procedure:

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at Fig Tree Medical Practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain:

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

- Within 12 months of the incident that caused the problem, or
- 12 months of becoming aware that there was a problem.

Complaints should be addressed to:

Mrs Janet Walker (Practice Manager)
Fig Tree Medical Practice, Farnworth Health Centre, Frederick Street, Bolton BL4 9AH
or via email to: gmicb-bol.p82037@nhs.net .

Alternatively, you may ask for an appointment with Mrs Janet Walker in order to discuss your concerns. She will explain the complaints procedure to you and make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do:

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we 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;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

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 letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Integrated Care Board (ICB):

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf.

Details of how to do this can be found at the following website, under the 'Local area feedback and complaints' section - [Contact us | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](#)

Support in making a complaint

You may also approach Healthwatch or the Independent Health Complaints Advocacy or PALS for help or advice. The local Healthwatch can be found at <https://www.healthwatchbolton.co.uk/>

The local Independent Health Complaints Advocacy can be contacted at The Bolton Advocacy Hub, Flex Space, Manchester Road, Bolton BL3 2NZ Telephone: 01204 543930 Email: referral@boltonadvocacy.org.uk

The Greater Manchester (Bolton) Patient Advice and Liaison Service (PALS) can be contacted on 01204 462022 or 01204 462023 or GMICB-bol.pals@nhs.net

What to do if you are unhappy with our response to your complaint

If you remain dissatisfied when you receive our response to your complaint, we would hope that you could approach us directly. However, you do have the right at that stage to escalate your complaint to the Parliamentary and Health Service Ombudsman to review your case. The Parliamentary and Health Service Ombudsman makes final decisions on unresolved complaints about UK Government departments and their agencies, including the NHS in England. It is an independent service which is free to use.

You can learn more about the Parliamentary and Health Service Ombudsman via their website (www.ombudsman.org.uk) if you would like further help or advice in this respect. To take your complaint to the Ombudsman please visit www.ombudsman.org.uk/make-a-complaint or call 0345 015 4033.