BROOK STREET SURGERY

In-House Complaint System - Patient Information Leaflet

We aim to provide a quality service at all times, however there may be occasions when you are not happy with the service you have received from the doctors or staff working in this practice. 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 this way and you wish to make a complaint, we operate a ***Practice Complaints Procedure*** to deal with your complaint. Please let us know as soon as possible, ideally within a few days, or at most a few weeks, so we can establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within 6 months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event. This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us an opportunity to investigate, and if necessary, correct any problems that may have arisen or mistakes that may have been made, so we can aim to improve the quality of service we provide. We will take your complaint seriously and treat it in confidence. Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

You can make your complaint to us verbally, face-to face, by telephone or in writing (we can provide an appropriate email address only when a service user requests it). ***Our Practice Complaint's Manager is The Practice Manager.*** If you wish to put your complaint in writing, please ask for a ***Complaint Form***. You do not have to use this form if you prefer to set out your complaint in your own way. Please do not hesitate to ask for assistance if required. Please note that we must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority, if you are not the patient in question. Your complaint will be acknowledged within **3** working days of receipt. We aim to respond to your complaint in full within **10** working days. Some complaints may take longer to resolve but we will advise you of this and the reason why. It may also be necessary for us to contact you if further information is required. We trust that you will be happy with our response, however if this is not the case, you can contact us again and we will do our best to resolve your concerns. Please note if you prefer you can raise your initial complaint directly with the ***Strategic Planning and Performance Group (SPPG)*** by contacting:

Strategic Planning and Performance Group
Complaints Department, 12-22 Linenhall Street, Belfast, BT2 8BS.
Tel: 028 9536 3893 Email: complaints.SPPG@hscni.net

If you remain unhappy you can then refer your complaint for consideration to the Ombudsman:

Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place,
BELFAST, BT1 6HN. Tele: 028 9023 3821, Freephone: 0800 343424
Email: nipso@nipso.org.uk, Website: www.nipso.org,uk

We trust you will find this leaflet helpful and informative. The Partners, Brook Street Surgery

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