

Dr Q Siddiqi
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Tel: 01782 219075

PRACTICE COMPLAINTS PROCEDURE

We operate a practice complaints procedure as part of an NHS System for dealing with complaints. Our complaints system meets national criteria. If you have a complaint about the service you have received from the Doctors or Staff working in this practice, please let us know.

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 ask you to let us know as soon as possible – ideally within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily. If it is not possible to do so please let us have the details of your complaint within 6 months of the incident or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mrs Diane Wilshaw, Practice Manager or to the Doctors. Alternatively, you may ask for an appointment with Mrs Wilshaw in order to discuss your concerns. She will explain the complaints procedure to you and ensure that your complaints are dealt with promptly. Please be as specific as possible about your complaint.

WHAT WE SHALL DO

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 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 shall aim to find out what happened and what went wrong, make it possible for you to discuss the problem with those concerned, and identify what we can do to make sure the problem does not happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we strictly adhere 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 and a note signed by the person concerned will be required unless they are incapable (because of illness) of providing this or, if the patient is deceased.

COMPLAINTS TO THE PRIMARY CARE TRUST

If you use our practice complaints procedure this will not affect your right to approach the Primary Care Trust. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigations you should contact the Primary Care Trust Complaints Department.

Stoke-on-Trent Primary Care Trust
Heron House
120 Grove Road, Fenton
Stoke-on-Trent
Tel: 01782 298000

OUR COMMITMENT TO YOU

We believe that if you have a problem and use our practice complaints procedure this will give us the best chance of putting right whatever has gone wrong, and give us an opportunity to improve our practice.

We welcome any suggestion/constructive criticism that you feel may help to improve our service to you the patient. Please address these to Mrs Diane Wilshaw, Practice Manager.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.