

Patient Advice and Liaison Service (PALS)

PALS offers confidential advice, support and information on health-related matters. It is there to help patients, carers, relatives and friends to resolve any problems as quickly and easily as possible and to provide any information they may require.

Freephone with confidential answerphone: 0800 389 6819 (between 9:30am - 3:00pm Monday - Friday)

Email: sneecb-ws.pals@nhs.net (for feedback and queries)

Email: sneecb.complaints@nhs.net (to lodge a complaint)

Address: PALS
Endeavour House
Russell Road
Ipswich
IP1 2BX

If you need further assistance:

Independent Complaints Advocacy Service (ICAS)

ICAS is a free, independent, client-led and confidential service for those wishing to make a complaint about the NHS. ICAS can offer you help and on-going support while your complaint is being resolved. They can be contacted at:

POhWER ICAS
PO Box 14043
Birmingham
B6 9BL

Tel: 0300 456 2370

Helpline: 0845 456 1083

Email: pohwer@pohwer.net

Compliments, Comments, Concerns and Complaints



Mayflower Medical Centre

419 Main Road

Dovercourt

Harwich

Essex

CO12 4EX

Tel: 01255 879400

www.mayflowermedicalcentre.co.uk

Mayflower Medical Centre aims to provide the best possible service at all time for all our patients. If you have any compliments, concerns or complaints about our service, we want to hear about it. Only by listening to you can the practice continue to build and improve upon the service it offers.

Ways to provide feedback:

Compliments:

- Telephone
- In writing
- Via NHS.uk
- Via www.iwantgreatcare.org
- Feedback form on the surgery website

Comments:

- Telephone
- In writing
- Via NHS.uk
- Via www.iwantgreatcare.org
- Feedback form on the surgery website

Feedback:

- Speak directly to the member of staff or the Reception Supervisor
- In writing
- Feedback form on the surgery website
- Join the Patient Participation Group

Complaints:

- Complaints should always be put in writing, either by letter or via the surgery website, and marked for the attention of the practice management

Although we aim to provide a high standard of care at all times, we recognise that there may be occasions where we do not meet your expectations. In these circumstances, we would like you to let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

Our Practice Manager is happy to speak with you at a mutually acceptable time if you would like to discuss feedback or suggestions. However, we do ask that complaints are made in writing, either by letter or via the surgery website, and marked for the attention of the surgery management. This will give us the opportunity to conduct a full investigation before responding to you.

Feedback and suggestions can be made using our friends and family forms at reception or online at:

www.iwantgreatcare.org



COMPLAINTS

If you wish to make a complaint, please let us know as soon as possible. If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem.
- Within 6 months of discovering that you have a problem, provided this is within 12 months.

Please be as specific as possible about your complaint and include as much detail as you can. Don't be afraid to say how you feel. We continue to look at how we can improve our standards and you will not be treated differently because you have chosen to complain. We will do our utmost to put things right where possible. The practice will acknowledge your complaint within 2 working days. We will then investigate the complaint raised and respond as soon as we have the outcome.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We maintain strict rules of confidentiality. If you wish to complain on behalf of someone else, we will require a signed letter of consent from the patient concerned to enable us to discuss the complaint, which may involve confidential information. By law, we must obtain their consent before we can release any of their personal details to you. Please speak to them about it before contacting us.

At Mayflower Medical Centre, we hope that if you have a problem you will use our practice complaints procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response you receive from us, you can complain to either of the following:

North East Essex Integrated Care Board

Aspen House
Stephenson Road
Severalls Business Park
Colchester, CO4 9QR
Tel: 01206 918700

Integrated Care Board (ICB)

If you have a genuine concern or enquiry about a staff member or regulated activity carried on by this practice then you can contact the ICB on:
Tel: 01473 770000
Email: sneicb-nee.enquiries@nhs.net

This does not affect your right to approach the (PHSO) Parliamentary Health Service Ombudsman for independent review. This must be done within 6 months of the date that you receive a full response from us.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Ombudsman's Helpline Details:

Email:

phso.enquiries@ombudsman.org.uk

Website: <http://www.ombudsman.org.uk>

Telephone: 0300 061 4298