

Moreton Medical Centre

The Complaints Process



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Moreton Medical Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Practice Manager.

How can I make a complaint?

A complaint can be made verbally or in writing. Complaint forms are available from reception and on our practice website.

I want to complain to a third-party

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:

[Complaints - NHS Cheshire and Merseyside](#)

Telephone: 0800 132 996

Patient Advice and Complaints Team

NHS Cheshire and Merseyside

No 1 Lakeside

920 Centre Park Square

Warrington

WA1 1QY

Time frames for complaints

A complaint should be made as soon as possible and, in any event, within:

- 12 months of the date on which the matter giving rise to the complaint occurred, **or**
- 12 months from the date on which the complainant became aware of the matter.

Your complaint will be acknowledged within three working days. We will aim to investigate and provide you with the findings within a further 10 working days or provide you with an update if the investigation is still ongoing.

Investigating complaints

We will investigate all complaints effectively and in conjunction with current legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Further action

If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board \(ICB\)](#) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Milbank Tower, Milbank
LONDON
SW1P 4QP

If you require assistance

Patient advice and
Liaison Service (PALS)

Arrowe Park Hospital

Arrowe Park Road

Upton

Wirral

CH49 5PE

Tel 0800 4320 251

Email:

wuth.patientexperience@ns.net