

Bethany Medical Centre
PRACTICE COMPLAINTS PROCEDURE

Dr Anna Emmott

Mrs Georgina Lopes

Bethany Medical Centre
151 Grafton Street
St Helens
Merseyside
WA10 4GW

Tel: 01744 734128

Email: bethany.reception@hsthpcct.nhs.uk

The partners at Bethany Medical Centre and their staff always try to give you the best service possible, but there may be times when you feel that this has not happened.

If you have a problem or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

Who to contact

The practice has appointed :

Dr Anna Emmott as the “responsible person” for ensuring compliance with the procedure and

Mrs Jayne Counce as Complaints Manager, responsible for managing the procedure.

How to complain

By post to the surgery address

By email : Jayne.counce@sthelensccg.nhs.uk

By phone: 01744734128

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the person concerned and eliminate the need to use our complaints procedure.

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 most a few weeks - because this will enable us to establish what happened more easily.

We will only investigate complaints raised orally or written that are raised either within 12 months of the incident or within 12 months of you realising you have something to complain about.

It will be a great help if you are as specific as possible about your complaint.

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 their permission to do so. A note/form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What we shall do

We shall acknowledge your complaint within three working days. We aim to have investigated your complaint and send you a written report as soon as reasonably practicable after completing the investigation.

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, if you would like this.
- offer an explanation, apology, where this is appropriate
- identify any action to be taken by us to make sure the problem doesn't happen again.

We hope that, if you experience a problem, you will feel confident in using our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and provide an opportunity to improve our practice.

We hope that, at the end of the procedure, you will feel satisfied that we have dealt with the matter thoroughly.

However, the practice services are commissioned by NHS England and you may wish to contact them to deal with your complaint instead.

You can contact them via their website at

[Complaints - NHS Cheshire and Merseyside](#)

[Telephone](#)

0800 132 996

Email: enquiries@cheshireandmerseyside.nhs.uk

[Post –](#)

Patient Experience Team

NHS Cheshire and Merseyside

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