

Dr Uddin & Dr Anwar, Halliwell Surgery 3

Complaints Procedure

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Dr Uddin & Dr Anwar.

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, but note this may need to be a booked appointment.

Who to write to

Send your written complaint/form:

Aimee Hilton, Practice Manager, Dr Uddin & Dr Anwar, Halliwell Surgery, Lindfield Drive, Bolton, BL1 3RG or via email to gmicb-bol.p82626@nhs.net

Complaint forms are available at our reception.

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.

Details of how to do this can be found at the following website, under the 'Local area feedback and complaints' section -

<https://gmintegratedcare.org.uk/have-your-say/contact-us/>

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The practice manager will respond within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written

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consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

In the event the patient is deceased, then we may agree to respond to a family member.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant 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.

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.

If you are dissatisfied with the outcome

If you are dissatisfied with the outcome of your complaint from either Greater Manchester integrated care board or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

You may also approach Healthwatch or the Independent Health Complaints Advocacy or PALS for help or advice. The local Healthwatch can be found at <https://www.healthwatchbolton.co.uk/>

The local Independent Health Complaints Advocacy can be contacted at The Bolton Advocacy Hub, Flex Space, Manchester Road, Bolton BL3 2NZ

Telephone: 01204 543930 Email: referral@boltonadvocacy.org.uk

The Greater Manchester (Bolton) Patient Advice and Liaison Service (PALS) can be contacted on 01204 462022 or 01204 462023 or

GMICB-bol.pals@nhs.net