

MEASHAM MEDICAL UNIT

COMPLAINTS PROCEDURE

This document is to explain the Practice complaints procedure. If you are not happy with the care or treatment you have received then you have a right to complain.

The Complaints Manager for the Unit is the Practice Manager, Mrs Tracey Lidgbird who handles all complaints alongside one of the Partners at the Medical Unit.

Initially, your complaint should be addressed to the Practice Manager, or if you would rather discuss your complaint, either by telephone, or in person then an appointment can be arranged. Whatever the complaint, you are guaranteed an acknowledgement within 3 working days.

We always aim to deal with any problems as quickly as we can and, wherever possible, at the time they arise. Each complaint is investigated and a further response will be made within 10 days of our acknowledgement.

We are committed to give you the best possible service and we must stress that if you wish to make a complaint, then this will not be allowed to affect the service that you receive here at the Unit.

Our aim is to ensure that we always deliver the best possible service to our patients and that good relationships are maintained between all staff and patients.

Due to confidentiality, if you are making a complaint on behalf of another patient we will need their written consent before we can proceed.

We hope to satisfy all complaints made to us, but in the event that this is not possible then you are entitled to contact Leicestershire County and Rutland PCT at :

Lakeside House
4 Smith Way
Grove Park
Enderby
Leicestershire
LE19 1SS

Telephone: 0116 295 7500

Fax: 0116 295 7599

Or if you need help to make your complaint then you have the right to assistance from:

The Independent Complaints Advocacy Services (ICAS) who support patients who wish to make a complaint about the NHS.

Tracey Lidgbird Practice Manager