



BLACKFRIARS MEDICAL PRACTICE

## **COMPLAINTS PROCEDURE**

**Last reviewed Feb 2018**

Blackfriars Medical Practice and its staff will do its utmost to provide every patient with excellent service. However we understand that it may sometimes be necessary to bring to our attention something you are unhappy with. Patients who wish to complain must follow the following procedure and can expect the following. Any persons outside the patient list or practice workforce will need to complain straight to an outside organisation.

In the first instance patients are encouraged to complain verbally at reception, the reception team may be able to solve the problem there and then. If this is not possible patients can ask to speak to the Practice Manager or the Senior GP Partner. Every effort will be made for a conversation to take place within 48 hours.

If it is felt a more formal method is necessary patients can complain or comment in writing direct to the Practice Manager via email or post (details below). You can expect an acknowledgement of your complaint within 3 working days. Depending on the nature of the complaint a full response can be expected from 3 working days up to 28 days. The response will be sent via email or post and every effort will be made to get this back to you ASAP. If for any reason patients feel complaining to the Practice Manager is not appropriate, then a complaint to the Senior GP can be made. However, if the practice management team deem it appropriate for the Practice Manager to respond to a complaint made to the GP then the response will come from him.

In cases where the complaint requires investigation to deep level, the practice reserves the right to seek advice and guidance from their chosen legal advisor or medical union. If this happens, the complaint response may take longer than the 28 day period due to the time it takes to receive feedback from these external sources.

We are hopeful that most complaints and comments can be resolved at this level. However Patients who feel this has not happened can complain or comment to NHS Salford, PALS. This is an NHS organisation which is completely independent from the practice, details are also listed below.

It is understood, due to the nature of General Practice that patients may need to contact outside organisations to complain. Details of some of these organisations are listed below

**Rebecca Donohoe – Practice Manager**

Blackfriars Medical Practice  
138 Chapel Street  
Salford  
M3 6AF

E: [rebecca.donohoe@nhs.net](mailto:rebecca.donohoe@nhs.net)

T: 0161 819 4790

F: 0161 819 4791

**Dr. B. Farooq – Senior Partner**

Address as above

E: [blackfriarsmedicalpractice@nhs.net](mailto:blackfriarsmedicalpractice@nhs.net)

**Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank, London, SW1P 4QP

T: 0345 015 4033

E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

F: 0300 061 4000

**CQC**

Telephone 03000 616161

Fax 03000 616171

Online Contact form.