The Complaints Process



Meadowside Medical Centre
Mountbatten Way
Congleton
CW12 1DY
Tel: 01260 272331
e-mail: cmicb-cheshire.n81118service111@nhs.net

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Meadowside 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 Complaint's Manager, Andrew Smythe, Practice Manager but note this may need to be a booked appointment.

How can I make a complaint?

A complaint can be made verbally or in writing or via our website.

A complaints form is available from reception. Additionally, you can complain via email to cmicb-cheshire.n81118service111@nhs.net

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:

Cheshire & Merseyside ICB
1 Lakeside
920 Centre Park Square
Warrington, WA1 1QY
0800 132 996
www.cheshireandmerseyside.nhs.uk

Time frames for complaints

The time constraint for 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 complaints 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.

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services

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.

Third party complaints

We allow a third party 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 NHS England or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON, SW1P 4QP

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