

Suggestions and improvements

We are always interested in finding ways to improve our service.

If you have any ideas or suggestions about how we could improve things then please let us know!

You can do this by completing the form on the back of this leaflet, by calling the Practice Manager on 017683 71369 or by writing to him at the address on the front of this leaflet.

Thank you

My idea or suggestion for improvement is...

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**Upper Eden
Medical Practice**

Complaints and Compliments Procedure



**Health Centre
Silver Street
Kirkby Stephen
CA17 4RB**

**Practice Manager
Andrew Pearse
017683 71369**

Complaints and compliments

We welcome your thoughts on our services, both good and bad! In both cases, we can use your experience to learn and improve how we do things.

We endeavour to provide the best possible service to our patients at all times. However we accept that there may be times when you feel unsatisfied with the level of care that you have received from us. However by learning from these mistakes, we can ensure that we continue to improve the services that we provide.

We also hope there are times when you feel you have received an exceptional service from us and we would like to know about those times too! If we know what we're getting right, then we can try and repeat it more often!

If you have a complaint or a compliment then please let us know! You can do this by calling our Practice Manager, Andrew Pearse on 017683 71369 or by writing to him at the Upper Medical Practice, Silver Street, Kirkby Stephen, CA17 4RB.

Complaining on behalf of someone else

Please note that the practice must adhere to the rule of medical confidentiality. This means that we cannot provide confidential information without appropriate authority if you are not the patient in question.

Our complaints process

Your complaint will be acknowledged — normally within 2 working days.

The Practice Manager will contact you directly to ensure that your complaint is fully understood.

Hopefully, your complaint can be resolved easily and quickly, in which case you can expect to receive a response within 7 to 14 working days.

If there are any delays as a result of further investigation being required, we will always keep you informed throughout the process.

We aim to:

Find out what happened and what went wrong.

Say sorry and take responsibility for things that we may have got wrong.

If you wish, we will arrange for you to discuss the matter in more detail with those concerned.

Talk to you about ways in which we could do things differently in future.

Need help with your complaint?

Best Life Advocacy provided by People First Cumbria can guide and support you through the complaints process. They can help you put your complaint in writing and attend meetings with you, however they do not investigate complaints.

Tel: 03003 038 037

Website: www.bestlife.org.uk

What if you are still unhappy after the Practice has fully investigated your complaint?

The Parliamentary and Health Service Ombudsman

If you remain unhappy after local resolution then you can complain to the Parliamentary and Health Service Ombudsman.

The Ombudsman is completely independent of the NHS and Government.

You can contact the Ombudsman at:

Millbank Tower
Millbank
London,
SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Alternatively you can email them at:

Email: PHSO.Enquiries@ombudsman.gsi.gov.uk