

Suggestions and improvements

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

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

You can do this by completing the form on the back of this leaflet, or by writing to the Practice Manager using the address on the front of this leaflet.

Further Information

If you would like further information regarding any of our services, full details can be found on our website and on our Facebook page.

Website:

<https://www.upperedenmedicalpractice.co.uk>

Find us on Facebook at:

www.facebook.com/upperedenmedicalpractice



My idea or suggestions for improvement are as follows:

UPPER EDEN MEDICAL PRACTICE

Complaints and Compliments Procedure



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



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.

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 writing to our Practice Manager Andrew Pearse, at the following address:

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 formal written / verbal complaint will normally be acknowledged by the Practice Manager, within 2 working days.

In the absence of the Practice Manager, your complaint should be directed to the Assistant Manager, Sue Birkbeck or the GP Partners.

We will endeavour to resolve your complaint quickly and amicably. In most cases you can expect to receive a response within 7 to 14 working days.

However, if there will be 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 any things that we may have got wrong.
- Talk to you about ways in which we could do things differently in future.

If you feel it would be beneficial, we can also arrange for you to discuss the matter in more detail with those concerned.

Full details of our complaints process, including a copy of this leaflet, can be found on our website at:
<https://www.upperedenmedicalpractice.co.uk/pages/Complaints>

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 have the capacity to investigate complaints.

Tel: 03003 038 037

Website: www.bestlife.org.uk

If you are still unhappy after the Practice has fully investigated your complaint, you can contact 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:
PHSO.Enquiries@ombudsman.gsi.gov.uk