

# Three Spires Surgery

Dr McMullan   Dr Bradley   Dr O'Neill   Dr Rodgers   Dr Jackson   Dr Ramsey

## Complaints Information



Complaints - Listening ... Acting ... Improving

The people who look after your health will do whatever they can to make Our aim will be to give you a quick, but thorough, response which answers your concerns properly, where possible by those who know the most about your care. This leaflet tells you what to do if you want to complain.

### **Who can complain?**

Anyone who is receiving, or has received, NHS treatment or services can complain. If you are unable to complain yourself then someone else, usually a relative or close friend can complain for you although they will need your consent to do so. It is important that you make your complaint as soon as possible after the event you want to complain about happens. You should try to complain as soon as possible usually within 6 months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

### **Whom do I complain to?**

Wherever possible, you should tell someone close to the cause of your complaint - a doctor, nurse, receptionist, or practice manager, for example. In many cases, it should be possible to sort out the problem straight away.

If you would prefer to talk to someone who is not involved in your care, you can telephone or write to the Health and Social Care Board by contacting

Complaints Office

Health and Social Care Board HQ

12-22 Linenhall Street

Belfast

BT2 8BS

Tel 028 90 321313

Email [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)

[www.hscboard.hscni.net](http://www.hscboard.hscni.net)

Whoever you ask to look into your complaint, they will do their best to sort out the problem as quickly as possible. Sometimes they may need to involve other staff to establish what has happened and to decide what action to take. They will be careful to ensure that any information about you is kept confidential.

Should you wish to complain in writing please send a letter to Mrs Carmel Loughlin, Complaints Manager, Three Spires Surgery, Omagh Health Centre, Omagh BT78 1AU. In the letter try to provide us with details of how to contact you; who or what you are complaining about; where and when the event that caused your complaint happened and where possible, what action you would like us to take.

You will receive an acknowledgement within 3 working days and we aim to resolve any complaint within ten days of receiving the letter. Some complaints may take longer to resolve but we will make it clear why we cannot respond within the timescale.

### **Help with making a complaint**

The practice manager is Mrs Carmel Loughlin and she is happy to assist you with any complaints you have. Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include help with writing letters, making telephone calls and supporting you at any meetings you might need to attend. You can get more information on the services provided by the Patient and Client Council at

[www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net) or telephone 0800 917 0222

## **What if I am still not happy?**

If you are not satisfied with the outcome of the Local Resolution please contact us again and we will do our best to resolve your concerns. Under the Health and Social Care Complaints Procedure, if you remain dissatisfied with the Practice's response you may ask the Northern Ireland Ombudsman to consider your complaint.

Further information is available by contacting

Mr T Frawley

The NI Commissioner for Complaints

Progressive House

Freepost BEL 1478

33 Wellington Place

Belfast

BT1 6BR

Tel 0800 343424

## **And finally**

We want to know when things go wrong, so we can quickly put them right for you, and can learn from your experience to improve our services to other people. We also want to know what you think of our services generally, what your suggestions are for the future and when you are pleased by the efforts of our staff to help. Feel free to contact us with any comments or suggestions you may have.

The complaints procedure for the health service is available at

[www.dhsspsni.gov.uk/hsccomplaints.htm](http://www.dhsspsni.gov.uk/hsccomplaints.htm)

Complaints leaflets are also available in other formats contact

The Department of Health, Social Services and Public Safety

Room D1.4, Castle Buildings

Stomont Estate

Belfast

BT4 3SQ

Tel 02830 520691

