

Complaints Policy – Hopwood Medical Centre

Purpose

Hopwood Medical Centre is committed to providing high-quality care and services. We welcome feedback and view complaints as an opportunity to learn, improve, and ensure patient concerns are addressed promptly and fairly.

Scope

This policy applies to all patients, carers, and representatives who wish to raise concerns or make a formal complaint regarding the services provided by Hopwood Medical Centre.

Principles

- Complaints are dealt with in a courteous, confidential, and timely manner.
- Patients will not be discriminated against for making a complaint.
- We aim to resolve complaints as close to the point of origin as possible.
- All complaints are treated as confidential and in accordance with GDPR.
- Learning from complaints is used to improve practice systems and services.

How to Make a Complaint

Patients can raise concerns:

- Verbally – In person or via phone (speak to the Practice Manager or any team member)
- In writing – Addressed to the Practice Manager
- By email – hmrcg.hopwoodsurgery@nhs.net

Complaints should ideally be made within 12 months of the incident or from when the patient became aware of the issue.

Timeframes

- We will acknowledge complaints within 3 working days.
- A full written response will normally be provided within 28 working days. If delays occur, the complainant will be updated with progress.

Investigating Complaints

The Practice Manager (or nominated deputy) will:

- Review the details of the complaint
- Gather statements and relevant records
- Offer a meeting if appropriate
- Provide a clear response outlining findings and actions

Unhappy with the Outcome?

If you are not satisfied with our response, you may contact:

Parliamentary and Health Service Ombudsman (PHSO)
Website: www.ombudsman.org.uk
Tel: 0345 015 4033

Complaints on Behalf of Someone Else

If you are making a complaint on behalf of a patient, written consent from the patient will be required unless the patient lacks capacity.

Monitoring and Review

The practice will keep a log of all complaints and outcomes. A regular review will be undertaken to identify themes and ensure continuous improvement.

Contact Details

Adele Hardacre
Practice Manager
Hopwood Medical Centre
1-3 Walton Street
Hopwood
Heywood
OL10 2BS
Phone: 01706 603420
Email: hmrcg.hopwoodsurgery@nhs.net

Patient Leaflet – Complaints and Feedback

Hopwood Medical Centre – We Value Your Feedback

Your Views Matter

At Hopwood Medical Centre, we aim to provide the highest standard of care. If you are unhappy with any aspect of your care, please let us know. Your feedback helps us improve our services.

How to Make a Complaint

You can:

- Speak to any member of staff
- Ask to speak to the Practice Manager
- Write to us or email the practice

We aim to acknowledge your complaint within 3 working days and respond fully within 28 working days.

Time Limit

Please make your complaint within 12 months of the issue or from when you first became aware of it.

Complaining on Someone's Behalf?

We'll need written consent from the patient unless they are unable to give it.

Still Unhappy?

If you're not satisfied with our response, you can contact the Parliamentary and Health Service Ombudsman:

 0345 015 4033

 www.ombudsman.org.uk

Talk to Us

Most issues can be sorted quickly. Please don't hesitate to raise any concerns directly with our team.

Thank you for helping us improve our service.

Hopwood Medical Centre, 1-3 Walton Street, Heywood, OL10 2BS

Tel: 01706 603420

Email: hmrrccg.hopwoodsurgery@nhs.net