

CITYVIEW MEDICAL

Practice Information Leaflet

Complaints

Listening... Acting... Improving

Practice Complaints Procedure

If you have a complaint or are concerned about the Health Service treatment you have received from the doctors or any of the staff working in the practice, please let us know. We operate a practice complaints procedure to deal with complaints which meets the criteria agreed for the Northern Ireland Health and Personal Social Services. It does not cover services provided under a private arrangement between the practice and a patient.

How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, let us know as soon as possible – ideally within a matter of days – this will help us to find out what happened more easily.

Complaints should be addressed to Lisa Stewart Practice Manager. Alternatively, you may ask for an appointment with her in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will greatly assist us if you are as specific as possible about your complaint.

Please let Mrs Lisa Stewart Practice Manager know should you require any assistance in making your complaint. For example you may need an interpreter or you are unable to come to the Health Centre to make your complaint because of your illness or disability.

Cityview Medical will ensure that all complaints as all our services are dealt with fairly regardless of religion, disability, sexual orientation, gender or race.

What Shall We Do

We shall acknowledge your complaint, within two working days by phone or in writing and aim to have your complaint investigated within ten working days of the date when you raised it with us.

In investigating your complaint we will;

1. Find out what happened and what went wrong
2. Enable you to discuss the problem with those concerned, if you would like to do this.
3. Ensure you receive an apology, where this is appropriate; and
4. Identify what we can do to make sure this problem does not happen again.

Following the investigation we will offer you an explanation in writing and if you so wish, an appointment to discuss the outcome with Mrs Stewart.

Complaining on behalf of someone else:

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission. A note signed by the person concerned and witnessed by the patient will be needed. If this is not possible the complaint should be brought by the next of kin.

Complaining to your Health and Social Services Board

We hope that if you have a problem you will make use of our complaints procedure. We believe that this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach your Health and Social Care Board, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact the Boards Complaints Office for further advice:

COMPLAINTS OFFICER
HSCB
12-22 Linenhall Street
Belfast,
BT2 8BS

Complaints made by GP's

GP's are also entitled to complain about a patient if they feel that the patient is being unreasonable or their conduct is causing particular difficulties for the practice. If you are the subject of a complaint we hope, however, that any concern or misunderstanding can be sorted out by you talking with the GP or member of staff concerned.

CONFIDENTIALITY

Cityview Medical will ensure that your complaint is dealt within a confidential and sensitive manner, as with all patient affairs only those who need to be aware of the complaint will be involved within the process.

