

## GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million randomly chosen people across the UK, twice per year. The results show how people feel about their GP practice. If you receive a survey in the post please consider completing and returning it, or complete your survey online by visiting <https://gp-patient.co.uk>. Only those sent a form can complete it online, but at the website anyone can view previous results.

## Patient Participation Group

Our Patient Participation Group (PPG) has been active since July 2013, encouraging patients to help us understand what issues are important to our community & patient population and to be involved in decisions about possible changes to services in the Practice.

The PPG has sought feedback from patients and worked with Practice staff members on areas such as appointments, prescriptions and waiting times. There is a PPG information board summarising its recent activities and advising patients of how to join as the group is keen to recruit diverse new members. Please ask at reception to find out more.

## Letters, phone calls

Of course you can always write to or phone the practice with any comments, thanks or suggestions.

# Market Street Medical Practice

*I'm really  
not happy  
about....*

*Thanks for  
taking special  
care .....*

*It would be  
good if....*

Market Street Medical Practice  
92 Market Street  
Dalton-in-Furness  
Cumbria  
LA15 8AB

Phone 01229 462591  
Fax 01229 468217

<http://www.marketstreetmedicalpractice.co.uk/>

Complaints, Compliments, Suggestions leaflet Mar 2016

# Complaints, Compliments & Suggestions

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Market Street Medical Practice aims to offer the best possible service to all who visit the Practice and we welcome the opportunity to learn from patient or carer feedback, especially where our service has not met your expectations.

## Comments or Compliments

There are several ways you can give us positive or negative feedback, anonymously if preferred.

**iWantGreatCare** is an independent service for patients or carers to provide feedback on their healthcare. Paper forms and a box for completed forms are available at reception. You can also rate and review your care at: <http://iwgc.net/ecasu>. The Practice regularly reviews feedback and can respond online.

**NHS Choices** [www.nhs.uk](http://www.nhs.uk) is the official website of the NHS in England, providing comprehensive health information and details about services as well as collecting and publishing views and ratings for services. Find this GP Practice by typing our postcode, LA15 8AB, into their search box and following the link. Use the 'Leave Review' tab to provide feedback.

Please free to write or tell us if you have been specially pleased with the service you received, the staff greatly appreciate the feedback.

## Raising Concerns

If you have a concern about the service you have received from any of the practice doctors, nurses or staff, you are entitled to ask for an

explanation. Any matters raised will not affect your future care, so you should feel free to make them known to us. The practice will look into your concern and try to ensure lessons are learned as appropriate.

Concerns can be expressed verbally or in writing. You may wish to come in and discuss your concerns with the Practice Manager, as in many cases this is the best and fastest way of resolving any problems you have experienced. We will aim to feedback, where requested on the outcome. The practice logs all incidents and issues of concern and reviews them regularly.

## Making a Formal Complaint

The Practice abides by formal NHS complaints procedures. You may make a formal complaint verbally by contacting the Practice Manager or in writing using the Practice Complaints Form (attached to this leaflet or ask for one at reception), or you can write your own letter to the Practice Manager, including all of the information outlined on the Form. Our complaints policy can be found on [www.marketstreetmedicalpractice.co.uk](http://www.marketstreetmedicalpractice.co.uk) the Practice website

Complaints are best made as soon as possible, but can be made within 12months of the event.

Complaints can be made by any patient or former patient at the Practice who have concerns about any aspect of the service they received here. Someone acting on behalf of a

patient can make a complaint for them as long as they have the patient's written permission. A parent, or person with parental responsibilities, can complain on behalf of a child.

Complaints will be acknowledged, by phone or in writing, within 3 days of being received, and a meeting will be offered to establish the precise nature of the complaint and what your expected outcomes might be.

We will ensure that all complaints received are investigated thoroughly with all relevant members of staff and you will be kept informed of progress. When the complaint has been concluded you will be sent a reply in detail. All complaints are treated in the strictest confidence

Please address all complaints correspondence to:  
Mrs S Jackson, Practice Manager  
Market Street Medical Practice  
92 Market Street , Dalton-in-Furness  
Cumbria, LA15 8AB

We sincerely hope that your concerns can be resolved at Practice level but if you remain unhappy with the outcome of your complaint you can contact NHS England on 0300 311 22 33 or at [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

If you still remain unhappy with the response you may ultimately contact the Parliamentary and Health Service Ombudsman on 03450154033 or by visiting the website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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