

ORCHARD FAMILY PRACTICE
Portadown Health & Care Centre
Tavanagh Avenue
Portadown
Co Armagh
BT62 3BU

Telephone: 028 38351145

Comments, Complaints and Suggestions

Comments, Complaints and Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a Complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

Our Complaints Officer will be pleased to deal with any complaint. The officer will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person/Telephone - Ask to speak to Complaints Officer

In writing - Some complaints may be easier to explain in writing, please give as much information as can, then send your complaint to the practice for the attention of the Complaints Officer as soon as possible.

By e-mail – Reception.Z00477@gp.hscni.net

- ❖ **Under the HSC Complaints Procedure Practices are required to** share anonymised copies of written complaints with the HSCB within 3 days of our response being issued.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within **3** working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this, in which case consent for the next of kin will be required.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you remain dissatisfied with the responses to your complaint, you have the right to contact the Health & Social Care Board and they can act as a honest broker, contact details:

Complaints Department

HSCB

Corporate Services

12-22 Linen Hall Street

BELFAST

BT2 8BS

Tel: 02895 363893

Email: complaints.hscb@hscni.net

You can be supported throughout the complaints process by the Patient and Client Council (PCC), which can act as an advocate for you. The PCC can be contacted by telephone on 0800 917 0222 or via email at complaints.pcc@hscni.net

In the event of you remaining dissatisfied with the outcome,

The Northern Ireland Public Services Ombudsman (NIPSO) is the final stage for complaints about the majority of public services in Northern Ireland. This includes complaints about Orchard Family Practice. NIPSO is an independent organisation that investigates complaints. The service provided by NIPSO is free. It is not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

If you remain dissatisfied when you have considered this response, you can ask NIPSO to look at your complaint. NIPSO generally expect complaints to be brought to it:

- Within 6 months since you received correspondence from Orchard Family Practice informing you that the complaints handling procedure is complete and of your right to refer your complaint to NIPSO. NIPSO will generally ask service users to provide details of their complaint and a copy of the final response from the organisation.

You can do this online, by telephone or in person at www.nipso.org.uk or call Freephone 0800 34 34 24. NIPSO's contact details are:

The Northern Ireland Public Services Ombudsman
33 Wellington Place,
Belfast,
BT1 6HN
Tel: Freephone: 0800 34 34 24
Email: nipso@nipso.org.uk Web: www.nipso.org.uk

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better