

ORCHARD FAMILY PRACTICE

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

Telephone: 028 38351145

Comments, Complaints and Suggestions

Patient Information Leaflet

Comments, Concerns and Complaints

We Welcome Your Feedback

We are committed to providing safe, effective, and high-quality care. We welcome feedback from patients, carers, families, and service users.

If you are unhappy with any aspect of the service you have received, please let us know. We will listen to your concerns, investigate where necessary, and use what we learn to improve our services.

What Is a Complaint?

A complaint is:

“Any expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of service provided by us or on our behalf.”

You can complain about:

- The care or treatment you received
- Delays in receiving services
- Communication issues
- Staff attitude or behaviour
- Administrative errors
- Any aspect of service delivery that has caused concern

Who Can Make a Complaint?

A complaint may be made by:

- A patient or service user
- A parent, guardian or carer
- A representative acting on behalf of a patient (with appropriate consent where required)

How to Raise a Concern

We encourage you to raise concerns as soon as possible. Many issues can be resolved quickly by speaking directly with the staff involved or the person in charge of the service.

If your concern cannot be resolved immediately, it can be handled through our formal complaints procedure.

Our Complaints Procedure

Stage 1 – Frontline Resolution

We will try to resolve your complaint as quickly as possible, ideally at the point where the service was provided.

What happens?

- We listen to your concerns.
- We discuss the issue with the relevant staff.
- We aim to provide an explanation, apology, or solution where appropriate.

Timescale

We aim to resolve Stage 1 complaints within **5 working days**.

Stage 2 – Investigation

If you remain dissatisfied, or if the complaint is complex or serious, it will move to a formal investigation.

What happens?

- An independent review of the complaint will be carried out.
- Relevant records and information will be examined.
- Staff involved may be interviewed.
- You will receive a written response outlining:
 - What was investigated
 - What was found
 - Any actions taken
 - Lessons learned and improvements identified

Timescale

We aim to provide a full response within **20 working days**.

If we cannot meet this timescale, we will explain why and tell you when you can expect a response.

What Outcomes Can You Expect?

Following your complaint, we may:

- Provide an explanation
- Offer an apology
- Correct mistakes
- Review procedures
- Implement service improvements
- Share learning with staff

Making a complaint will not affect your future care or treatment.

Confidentiality

Your complaint will be handled sensitively and confidentially. Information will only be shared with those who need it to investigate and respond to your concerns.

If You Are Still Unhappy

If you remain dissatisfied after completing our complaints process, you may ask the **Northern Ireland Public Services Ombudsman (NIPSO)** to consider your complaint.

NIPSO is independent of Health and Social Care organisations and investigates complaints about public services in Northern Ireland.

Contact NIPSO

Northern Ireland Public Services Ombudsman

- 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

Contact Us

Complaints Officer / Patient Experience Team

Telephone: 02838 351145

Email: Reception.Z00477@gp.hscni.net

Address: Orchard Family Practice, Portadown Health Centre, 90 Meadow Lane, Portadown, Co Armagh, BT62 3NJ

Opening hours: Monday to Friday 8.30am to 6pm (excluding bank holidays)

We Value Your Feedback

Your comments, compliments, concerns, and complaints help us improve the quality of care and services we provide.

Thank you for taking the time to tell us about your experience.

This leaflet is based on the Northern Ireland Public Services Ombudsman's Model Complaints Handling Procedure for Health and Social Care services.

What is SPPG's role under MCHP?

SPPG continues to act as an honest broker for FPS complaints, where both parties agree. They will provide support and advice to FPS in relation to the resolution of complaints; appoint independent experts, lay persons or conciliation services where appropriate.

It will also support practices by collecting data, analysing trends and reporting regionally in line with MCHP governance standards, including externally publishing complaints information on an annual basis (as a minimum)

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