

What to do if you are still not happy?

If you are not happy with our response to your complaint, you can contact us again and we will do our best to resolve your concerns.

The Health & Social Care Board can provide support and advice to a practice or complainant at any stage of the complaints process through the role of “honest broker” and act as an intermediary and build relationships between the two parties.

If you remain unhappy, you can refer your complaint to the Northern Ireland Commissioner for Complaints (the Ombudsman). The Ombudsman will consider your complaint to determine whether it warrants investigation by him. Further information on the services provided by the Ombudsman is available by contacting:

The Ombudsman
Freepost BEL 1478
Belfast
BT1 6BR

Freephone: 0800 34 34 24

Email:
ombudsman@ni-ombudsman.org.uk

<https://nipso.org.uk/>

Where can I find out more?

Our complaints manager will be able to tell you more about how to complain:

Annie O’Hare
Practice Manager
Health Centre
John Street
Rathfriland
Co Down
BT34 5QH

Direct No: 028 375 63308
Email: PracticeManager.Z00535@gp.hscni.net
Shannon Practice: 028 375 61450
Wade, Toner & McAlonan: 028 375 61455
Megaw Practice: 028 375 61445

More information on the complaints procedure is also available at:

www.dhsspsni.gov.uk/hsccomplaints.htm

If you are not

happy.....

with our services

we want to hear

from you.

RATHFRILAND HEALTH CENTRE

GP Practices

The Doctors and their staff aim to provide high quality services. However, if you have a complaint about any of our services, tell us about it. If our performance is not up to standard or if you are unhappy, we need to know so that we can learn and improve the quality of services we provide. We will take your complaint seriously and treat it in confidence.

The three GP practices based here operate a complaints procedure in line with the Complaints in Health & Social Care, Standards and Guidelines for Resolution & Learning.

Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

Who can complain?

Anyone who uses our services can complain. You can also complain on someone else's behalf, although you will generally need their written consent.

How to complain?

You can make your complaint in the way that best suits you. This can be face to face, on the telephone, in a letter or by e-mail.

You should try to provide us with details of:

- how to contact you;
- who or what you are complaining about;
- where and when the event that caused your complaint happened: and
- where possible, what action you would like us to take.

We will keep written information regarding complaints and how we have dealt with them. Information regarding complaints is kept separate from the patient record.

You should try to complain as soon as possible, usually within six months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

If you are unhappy with something, you can speak to any of the staff who are dealing with your treatment or care and they will try to resolve your concerns straight away. If they cannot they will tell you what to do next.

The Practice Manager is responsible for managing complaints and her contact details are at the back of this leaflet.

If you do not feel comfortable speaking to our staff, you can also raise your complaint with the Health and Social Care Board by contacting:

Complaints Office
Health and Social Care Board HQ
12-22 Linenhall Street
Belfast BT2 8BS
Tel: 028 9032 1313
Email: complaints.hscb@hscni.net
www.hscboard.hscni.net

Help with making a complaint

The practice complaints manager can provide you with more information on how to make a complaint.

Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include help with writing letters, making telephone calls, and supporting you at any meetings you need to attend. You can get more information on the services provided by the Patient and Client Council at www.patientclientcouncil.hscni.net or by phoning freephone 0800 917 0222

Specialist advocacy services may also be available to help you through the process of complaining. Our complaints manager or the Patient and Client Council will be able to provide you with further details of this support.

What will happen next?

Your complaint will be acknowledged within 3 working days of receipt. We will aim to respond to your complaint in full within 10 working days. Some complaints take longer to resolve than others. We will tell you if it becomes clear that we cannot respond within these timescales, and we will explain why.