



## The Complaints Process

### Jubilee Medical Centre

#### Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Jubilee Medical Centre

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

#### Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to a complaint's manager Amy Connolly – Practice Manager or Paula McAleavey – Patient Service Manager. Depending on what the complaint is regarding will determine who is best suited to deal with your complaint. Please note: an appointment with a mutually convenient time may need to be scheduled to discuss your complaint.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS Cheshire & Merseyside investigates your complaint. They will contact us on your behalf:

Patient Advice and Complaints Team  
NHS Cheshire and Merseyside  
No 1 Lakeside  
920 Centre Park Square  
Warrington  
WA1 1QY [1]

0800 132 996

[enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via our website [www.jubileemedicalcentre.nhs.uk](http://www.jubileemedicalcentre.nhs.uk)

### Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

### Investigating complaints

Jubilee Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

### Confidentiality

Jubilee Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

### Third party complaints

Jubilee Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

### Final response

Jubilee Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

### Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

### Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

or

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ

0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)