

AGHALEE SURGERY

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BT67 0DD

Appendix A: 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 of any way you think 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 dealt with 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. 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 Practice Manager, Mrs Sharon Johnston, will be happy to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In Person – ask to speak to Mrs Sharon Johnston, Practice Manager.

In Writing – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

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 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 adhere 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.

What you can do next

We hope, if you have a problem, you will use our practice complaints procedure. We believe that this will best enable us to put right whatever has gone wrong and also provide the valuable opportunity to improve our service.

You may, however, choose to complain directly to HSCB, who may, with the consent of all parties concerned, take on the role of "honest broker" during the complaints process.

H&SCB
Tower Hill
Armagh
BT61 9DR

H&SCB Switchboard Tel. 0300 555 0115
H&SCB Complaints Hotline Tel. 028 9536 3893

Alternatively, you have the right to refer the matter to the Northern Ireland Commissioner for Complaints (Ombudsman):

The Ombudsman
Freepost BEL 1478
Belfast
BT1 6BR

Freephone 0800 343 424

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.

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