

The NHS complaints procedure encourages complainants to contact the service provided directly to raise their concerns. However, you can contact NHS England or the NHS Independent Complaints Advocacy who will support your complaint.

If you prefer, you can write your compliment, complaint or suggestion below and hand it to the receptionist. Alternatively, you can post it to our head office.

If you require any feedback, please provide your name and contact details.

Key contacts

NHS England

- PO Box 16738, Redditch, B97 9PT
- 0300 311 22 33
- england.contactus@nhs.net

NHS Independent Complaints Advocacy

- 0808 801 0390

Parliamentary and Health Service Ombudsman

- Millbank Tower, Millbank, London, SW1P 4QP
- 0345 015 4033
- www.ombudsman.org.uk

gtd healthcare contacts

Cate Shelmerdine

Engagement/Complaints Manager

- 0161 337 2255
- cate.shelmerdine@nhs.net

Dawn Swards

Head of Governance and Clinical Leadership

- 0161 337 2253
- dawn.sewards@nhs.net


A patient and carer's guide to

comments, compliments and complaints

Practice/service

gtd healthcare, The Forum, 2 Tameside Business Park,
Windmill Lane, Denton, M34 3QS
Website: www.gtdhealthcare.co.uk
Twitter: @gtdhealthcare
Email: gtd.governance@nhs.net

This leaflet provides information on how to pass on your compliments, comments and complaints about the service/s received from *gtd healthcare*.

a positive difference, every time 

Why we value your comments

gtd healthcare takes pride in the services we provide to our patients. Your feedback is extremely valuable and will help us to improve our services.

When we get it right - compliment us.
When we do not - comment and tell us how we can do things differently or make a complaint.

Any information you provide will be treated in confidence and with sensitivity. Please be assured that any contact you subsequently have with **gtd healthcare** will not be affected by the fact that you have made a complaint or passed on your comments.

Your records

We may need to collect personal information from you in order to provide the best possible service. However, we will not disclose personal details to anyone without your permission.

Compliments

If our service exceeded your expectations, please let us know. It is a great morale boost for our staff when patients let us know their appreciation for the treatment and care they have received. All compliments will be passed on to the member of staff concerned.

Comments and suggestions

You may not wish to complain about the service provided, however, you may have comments and suggestions as to how the service can be improved. If this is the case, please let us know either verbally, in writing or by completing the form at the back of this leaflet.

Complaints

Anybody can make a complaint if they are unhappy with the service that has been provided to themselves, a relative or friend. If you are making the complaint on behalf of someone else, we will require the patient's consent. Parents can raise complaints on behalf of their children, however, if the child is over 16 years of age, they will need to provide their consent.

If you wish to make a complaint regarding the out-of-hours service, please contact:

0161 337 2255 (Monday to Friday, 08.00 - 17.00)
0161 934 2820 (outside office hours)

Alternatively you can put your complaint in writing to **gtd healthcare, The Forum, 2 Tameside Business Park, Windmill Lane, Denton, M34 3QS** or email **gtd.governance@nhs.net**

If you wish to make a complaint regarding a **gtd healthcare** GP practice, you can either contact the practice directly or contact **gtd healthcare's** head office on **0161 337 2255**.

gtd healthcare accepts both verbal and written (email or letter) complaints.

If you are unhappy with any element of the service provided, you can make a formal complaint. Once the investigation is complete, you will receive a formal response.

There may be times when although you were dissatisfied with the service provided you do not want to raise a formal complaint. In situations like this we can deal with your complaint informally.

Please rest assured that all complaints, formal and informal, are investigated in the same way. All complainants are treated equally and without prejudice, and this will not affect the care we provide you with in the future.

Complaints process

Once you have raised your complaint, a member of the governance team or practice manager will contact you to discuss your complaint further. They will discuss your complaint in detail and ask you how you would like your complaint to be managed. During this discussion a timescale for responding will be agreed.

Your complaint will be acknowledged within three working days at which time you will be advised of the timescale to complete any necessary investigation. We aim to respond to formal complaints within 25 working days. However, some concerns may take longer to investigate, particularly if a number of issues are involved.

If on receipt of your final response you remain unhappy, please contact Cate Shelmerdine to discuss your outstanding concerns.

Parliamentary and Health Service Ombudsman

If you remain unhappy, you can write to the Parliamentary and Health Service Ombudsman to request a review of your complaint. The contact details are available on the back of this leaflet.

More information on the role of the PHSO can be found on their website: **www.ombudsman.org.uk**

If you require this information in another format, please contact communications on 0161 934 2813 or email communications.gtd@nhs.net