

INDEPENDENT REVIEW

We aim to resolve all complaints internally. However, if you are not satisfied with the outcome of the response to your complaint then you may refer your complaint to The Ombudsman.

The Parliamentary & Health Service Ombudsman

www.ombudsman.org.uk; Tel: 0345 015 4033; Textphone (minicom) 0300 0614298.

WHERE CAN I GET HELP WITH MAKING A COMPLAINT?

NHS Complaints Advocacy can help if patients believe they have not had the service they expect from the NHS and want to complain, using the NHS complaints process.

The Carers Federation (Greater Manchester Independent Complaints Advocacy)

They can be contacted on 0808 801 0390 and by email manchesterica@carersfederation.co.uk

NHS Complaints Advocacy Stockport

They can be contacted on 0161 989 0029 or 0161 480 8979, by email: nhscas@stockportadvocacy.co.uk
www.stockportadvocacy.co.uk

www.healthwatchstockport.co.uk
www.healthwatchtrafford.co.uk
www.healthwatchrochdale.org.uk
www.healthwatchbury.co.uk

FOR LOCAL ADVICE AND GUIDANCE

For local advice and guidance in Stockport about health and social care you can also contact:

Stockport FLAG on 0161 474 1042 Email: info@stockportflag.org.uk

V7 Apr 16 • QS



How to make a complaint

In line with the NHS Complaints procedure April 2009

To ensure you understand all aspects of care provided. For example, if you need information in any other format (large print, braille, audio), if you find it hard to read our letters or if you need any other assistance - please let us know via; Quality & Safety Department on 0161 476 7001 or QandS.Mastercall@nhs.net

如果你需要他人為你解釋這份資料的內容，我們可以提供免費的傳譯服務，請致電 0161 477 9000 史托波特傳譯部。

W przypadku gdybyś potrzebował pomocy odnośnie tej informacji, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

যদি এই খবরগুলি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোভাষীর ব্যবস্থা করা হতে পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو ان معلومات کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائزنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات مترجمی رایگان موجود است اگر جهت این اطلاعات احتیاج به کمک داشتید

با شماره تلفن اداره ترجمه استاکپورت تماس بگیرید 01614779000

توفر خدمة ترجمة شفوية اذا تطلبت مساعدة في فهم هذا المعلومات. نرجو الاتصال اربن رينبول على رقم الهاتف: 0161 477 9000



INTRODUCTION

Mastercall Healthcare acknowledges that there may be times when patients feel dissatisfied with the service they have received and have cause for complaint. We always welcome feedback either positive or negative which we can act upon to improve and develop our service. This leaflet is designed to explain what to do if you want to complain and guide you through our complaints procedure.

WHO CAN COMPLAIN

Complaints can come from:

- Patients,
- Their relatives (written consent may have to be obtained from the patient),
- The Doctor with whom the patient is registered,
- The NHS Complaints Advocacy Service.

Please see the back of this leaflet for where to get help with making a complaint.

TIME LIMITS

It is important that you make your complaint as soon as possible after the event you want to complain about.

Complaints should be made:

- Within twelve months of the event or
- Within twelve months of you realising you want to make a complaint. If you have a very good reason why you could not complain sooner the time limit can be waived. If you have very good reasons why you could not complain sooner the time limit can be waived.

HOW TO COMPLAIN

Complaints may be made verbally, in writing or electronically and should be addressed to:

Quality & Safety Team

Mastercall Healthcare

International House

Pepper Road

Hazel Grove

Stockport

SK7 5BW

Tel: 0161 476 7001

Email: complaints.mastercall@nhs.net

ACKNOWLEDGEMENT AND RESPONSE TO COMPLAINTS

Complaints will be acknowledged verbally or in writing within 3 working days from having been received by Mastercall Healthcare. When the complaint is acknowledged, the complainant will be offered the opportunity to discuss, by telephone or during a meeting, how they would like the complaint to be handled. This would include a time period of when the investigation is likely to be completed and when the response is likely to be sent. If the complainant does not accept the offer of a discussion, Mastercall will determine the response period and notify the complainant in writing. Mastercall will investigate the complaint in a manner appropriate to resolve the complaint, speedily and efficiently and during the investigation keep the complainant informed.

What to expect after making a complaint:

- Please be assured that your care and treatment will not be affected as a result of making a complaint.
- You should expect appropriate action to be taken following your complaint in relation to any learning points identified.