

## **Patient Feedback**

We aim to deliver a consistently high standard of service and patient care, and we can improve this with your input.

We value all patient feedback

**If you have any suggestions, comments, ideas or even a compliment these are all greatly welcomed.**

**There are a number of ways to provide feedback.**

- Fill in a comment card (available in reception) Completed cards then need to simply be placed in the box provided.
- Submit your feedback online by visiting our website at [www.merridalemedicalcentre.co.uk](http://www.merridalemedicalcentre.co.uk) and clicking on 'feedback form' on the home page
- Complete the online questionnaire sent to yourself after appointments.
- Ask to speak to a member of the management team.

All feedback is available for all staff, and is discussed at our monthly practice meetings.

### **CONTACT DETAILS**

Complaints Handler Abigail Beardsmore  
(*Operation/Patient Liaison Manager*)  
Complaints Manager Vicki Kershaw  
(*Business Manager*)

Merridale Medical Centre,  
5, Fullhurst Avenue,  
Leicester  
LE3 1BL



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## **Merridale Medical Centre** **Complaints Procedure**

We always aim to deal with complaints as quickly as possible. We will send an acknowledgement within 3 working days of receiving the complaint and at this point

we will offer you a response time according to the complaint and the investigation needed. If the matter is likely to take longer than this we will let you know and keep you informed as to progress.

If your complaint involves a third party it will be necessary for us to liaise with them too before we can send a full response. (We may need your consent prior to doing this and will contact you if that is the case).

## Complaints.

We recognise that on occasions a person may feel disappointed or dissatisfied about the service. If that is the case we would like you to know as we always treat any complaints seriously and be assured that it will have no impact on the care you receive here at Merridale.

There are two ways you can make a complaint

You can submit a complaint directly to us by addressing it to Abigail, the Complaints Handler. Complaints can be made in writing, either by letter or by email to [merridale.medicalcentre@nhs.net](mailto:merridale.medicalcentre@nhs.net).

Alternatively, you may make a complaint by telephone on **0116 216 6996**, where one of the team leaders will take a statement and forward it to the complaints team.

*Or*

You can complain to Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB): this is the organisation that paid for the service or care you received.

*After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact LLR ICB instead of NHS England.*

You can do this by:

Telephone: 0116 295 7572

Email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)

Writing to us at:

Corporate Governance Team

NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB) Room G30, Pen Lloyd Building

County Hall, Glenfield

Leicester, LE3 8TB

## Complaining on behalf of someone else

We follow strict rules of patient confidentiality. If anyone wishes to make a complaint on behalf of another person we will require written consent of the patient concerned first. If the patient is unable to provide written consent (due to illness or personal circumstances) please provide details in a covering letter and this will be reviewed on an individual basis.

Please note that we are unable to discuss any issue relating to someone else without their written permission to do so.

If you are dissatisfied with the outcome you can contact:

**The Parliamentary and Health Service Ombudsman**

Tel 0345 0154033

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

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the NHS Constitution on GOV.UK.

By primary care services we mean GPs, dentists, opticians or pharmacy services