

INTRODUCTION

Mastercall Healthcare provides medical services when your normal GP surgery is closed and at two primary care centres. Mastercall Healthcare acknowledges that there may be times when you feel cause for complaint following contact with our service. In order for Mastercall to maintain high standards of care and to assist in the further development of the services we provide, it is very important that your complaints and comments are reported, acknowledged and acted upon.

This leaflet is designed to tell you what to do if you want to complain and guide you through our complaints procedure.

WHO CAN COMPLAIN

Complaints may come from patients, their relatives (written consent may have to be obtained), or via the doctor with whom the patient is registered, The Independent Complaints Advocacy Service (ICAS), Patient Advice and Liaison Service (PALS) or their Primary Care Trust.

TIME LIMITS

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

Complaints should be made:

- within twelve months of the event
- within twelve months of you realising that you have something to complain about.

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 orally, in writing or electronically and should be addressed to:

Sandra Jones, Complaints Manager
Mastercall Healthcare
226-228 Wellington Road South
Stockport
SK2 6NW
Tel: 0161 476 7001
Fax: 0161 477 8068
Email: joness@stockport-pct.doctorscoop.nhs.uk

ACKNOWLEDGEMENTS AND RESPONSE TO COMPLAINTS

Complaints will be acknowledged orally or in writing within 3 working days from having been received. When the complaint is acknowledged, the complainant will be offered the opportunity to discuss (by telephone or during a meeting) the manner in which the complaint is to be handled, 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.

Please refer to our patient Information leaflet for details of our response times, access to the service we provide and services exempt from out of hours cover.

INDEPENDENT REVIEW

If you are not satisfied with the outcome of complaints procedure then you can consider taking your complaint to The Ombudsman. The Health Service Ombudsman is completely independent of the NHS and Government

The Ombudsman
The Health Service Ombudsman for England
Millbank Tower
London SW1P 4QP Tel: 0845 015 4033

ICAS (Independent Complaints Advocacy Service)

Your local ICAS can help with making your complaint. They can be contacted on: 0845 120 3735

Primary Care Trusts

If you wish to speak with someone in the complaints department at your local Primary Care Trust you can telephone the number below for your local PCT.

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| Trafford | 0161 873 9500 |
| Stockport | 0161 426 5000 |

PALS (Patient Advice and Liaison Service)

Patient Advice and Liaison Services (PALS) provide an advice, information and problem solving service for patients and carers. Each Primary Care Trust has a PALS. If you do not know the telephone number of your local PALS service telephone your local PCT and they will be able to help you.



MASTERCALL HEALTHCARE

HOW TO MAKE A COMPLAINT

THIS LEAFLET IS AVAILABLE IN LARGER FONT.