



Park Medical Centre has been established in the City of Chester for many years. We feel that, over the course of time, we've developed excellent relationships with our patients. However, even in the best of relationships, things can, and do, go wrong. The aim of this leaflet is to let you know who to contact, and how, if you have any concerns or complaints, about the service we provide.

Who do I contact to make a complaint?

Most problems can be sorted out, quickly and easily, by talking to the person concerned, often as matters arise.

If you want to draw our attention to a problem, and the matter can be resolved by a simple discussion, you should telephone the surgery on (01244) 324136 and ask to speak with the Complaints Manager. Where this isn't possible, or there is a matter of more serious concern, you may wish to put in a formal complaint.

How do I make contact?

Formal complaints can be addressed to the Complaints Manager. You can complain via telephone, email or in writing.

Whoever you complain to please be assured that we will always do our utmost to deal with your complaint fairly and as a matter of priority.

Making a complaint through Park Medical Centre

Telephone: 01244 324136

Email: cmicb-cheshire.park.medicalcentrecomplaint@nhs.net

Website: via the complaints form on the Digital Front Door [Suggestions, Feedback and Complaints - Park Medical Centre](#)

Address: Park Medical Centre, Shavington Avenue, Chester, CH2 3RD

How quickly do I need to act?

Ideally you should let us know that there's a problem within a few days or at most, a few weeks of the incident that concerned you. This will make our job much easier, as the facts can be established whilst they're still fresh in everyone's mind.

If it isn't possible to notify us within these timescales, please let us have details of your complaint within 12 months of the date of the incident that caused the problem.

What happens next?

We will acknowledge receipt of your complaint within 3 working days and, if you would like us to do so, discuss with you both the way we will handle your complaint and the timescales within which our investigation is likely to be completed.

As a rule, we aim to complete our investigations within 25 working days. However, we might need more time to ensure we thoroughly investigate your concerns.

Our aim will be to:

- Keep you informed of the progress of the investigation.
- Find out what happened and/or went wrong.

- Offer you an explanation or make it possible for you to meet the people concerned, to discuss the matter, if you would like to do this.
- Ensure you receive a written response and an apology if this is appropriate.
- Alter our procedures (if appropriate) to make sure that the problem doesn't happen again.

Making a complaint through NHS Cheshire and Merseyside integrated care board

If you wish to complain to NHS Cheshire and Merseyside integrated care board, please see the website for details of how to make a complaint about primary care services:

<https://www.cheshireandmerseyside.nhs.uk/contact/complaints/>

What if the Complaint is on behalf of Someone Else?

We are very mindful of the need to protect patient confidentiality. If you complain on behalf of someone else, you will need to provide evidence of his or her permission to do so. This will normally take the form of a signed note, unless the individual is incapable (because of illness) of doing this, in which case we will need to be sure that you are acting in the interests of the other person and are the appropriate person to complain on their behalf.

What if the issue isn't resolved to my satisfaction?

If you are not content with the outcome of your complaint, you will be able to ask the Parliamentary and Healthcare Ombudsman to review your case.

Complaints Helpline- 0345 015 4033

Online - <https://www.ombudsman.org.uk/making-complaint>

Or write to: The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ