

A patient and  
carer's guide to

# comments, compliments and complaints

Practice/service

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



## 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. There are a number of ways to provide your feedback including:

- verbally;
- in writing to ***gtd healthcare*, New Century House, Progress Way, Off Windmill Lane, Denton, Manchester, M34 2GP;**



- via email to [gtd.feedback@nhs.net](mailto:gtd.feedback@nhs.net);
- by completing the form at the back of this leaflet;
- Friends and Family Test leaflet or survey;
- NHS Choices, which enables patients to share their comments via [www.nhs.uk](http://www.nhs.uk) or search online for 'NHS Choices' followed by details of the centre you have visited and click 'Leave review'.

## Complaints

### When can you complain?

A complaint should be made within 12 months from the date the issue occurred or when it came to your attention. In some cases, if there is good reason why you could not complain sooner and it is still possible to investigate your complaint, then the time limit may be extended.

### Who can complain?

Patients, carers or their relatives can complain about the care or treatment they have received or can complain on behalf of another person.

If you are complaining on behalf of someone else, the consent of the patient will be required to investigate the complaint. Please discuss this with your practice manager or a member of *gtd healthcare*'s complaints team.

If you wish to make a complaint, please telephone:  
**0161 337 2254** (Monday to Friday, 8.30am – 5.00pm)  
**0161 337 2240** (outside office hours)

Alternatively, you can put your complaint in writing to ***gtd healthcare*, New Century House, Progress Way, Off Windmill Lane, Denton, Manchester, M34 2GP** or email [gtd.feedback@nhs.net](mailto:gtd.feedback@nhs.net)

If you wish to make a complaint about a *gtd healthcare* GP practice, you can either contact the practice directly or contact *gtd healthcare*'s head office on **0161 337 2254**.



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 be 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 complaints 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 we will agree a timescale to complete any necessary investigation. Occasionally, concerns may take longer than initially anticipated to investigate, particularly if there are a number of issues.

If on receipt of your final response you remain unhappy, please contact our complaints team and a senior member of staff will discuss your outstanding concerns.

## What is consent?

Consent is giving the permission for something to happen or the agreement that someone can do something for the patient or on behalf of someone else.



## Confidentiality

All complaints are dealt with confidentially and information about your complaint will not be shared without your knowledge or consent. In compliance with the Data Protection Act 1998, General Data Protection Regulation (GDPR) and the Caldicott principles, all staff employed by the NHS are bound by a Code of Confidentiality, which covers both manual and electronic data.

## What are the Caldicott principles?

Every single proposed use or sharing of your personal details within or from an organisation should be clearly explained and understood by you, with continuing uses regularly reviewed by an appropriate guardian.

A Caldicott Guardian is a senior person within an organisation responsible for protecting the confidentiality of patient and service-user information and allowing them to use the information properly.

## Support to help you make a complaint

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. Your local Healthwatch can give you the contact details for the advocacy service in your area. Alternatively, please contact *gtd healthcare's* complaints team who will provide you with these details.

If an interpreter is needed to support you through a complaint, this can be arranged via the practice manager or the complaints team.



## Information provided in a way that meets your individual needs

The Accessible Information Standard was introduced by the government in 2016 to make sure that people with a disability or sensory loss (e.g. sight or hearing impairment) are given information in a way they can understand.

Please tell the person you are complaining to about any specific individual needs you may have, for example, you may need large print, Braille, audio format or an alternative language. The GP practice or service will take reasonable steps to ensure they provide you with information to meet your individual needs.

## What to do if you are not satisfied with your complaint response?

If you remain unhappy, you can write to the Parliamentary and Health Service Ombudsman to request a review of your complaint.

**Tel: 0345 015 4033**

More information on the role of the Parliamentary and Health Service Ombudsman can be found on their website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## Key contacts

### NHS England



PO Box 16738, Redditch, B97 9PT



**0300 311 22 33**



**england.contactus@nhs.net**

### Parliamentary and Health Service Ombudsman



Millbank Tower, Millbank, London, SW1P 4QP



**0345 015 4033**



**www.ombudsman.org.uk**

## *gtd healthcare* contacts

### Head of Patient Experience and Inclusion Complaints Manager



**0161 337 2254**

**(Monday - Friday, 8:30am - 5.00pm)**



**gtd.feedback@nhs.net**

**(Monday - Friday, 8:30am - 5.00pm)**



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.







If you would like to receive this information in large print, Braille, audio format or translated to a specific language, please email [communications.gtd@nhs.net](mailto:communications.gtd@nhs.net) or telephone 0161 503 5967.

*gtd healthcare*, New Century House,  
Progress Way, Off Windmill Lane, Denton,  
Manchester, M34 2GP

Website: [www.gtdhealthcare.co.uk](http://www.gtdhealthcare.co.uk)

: @gtdhealthcare

Email: [gtd.feedback@nhs.net](mailto:gtd.feedback@nhs.net)