

If you are not satisfied with our response, you can contact the following organisations for further advice or action.

Patient Experience Team

NHS Cheshire and Merseyside
No 1 Lakeside
920 Centre Park Square
Warrington
WA1 1QY

NHS England

Po Box 16738 Redditch, B97 9PT

england.contactus@nhs.net
Phone: 0300 311 22 33

Parliamentary and Health Service Ombudsman

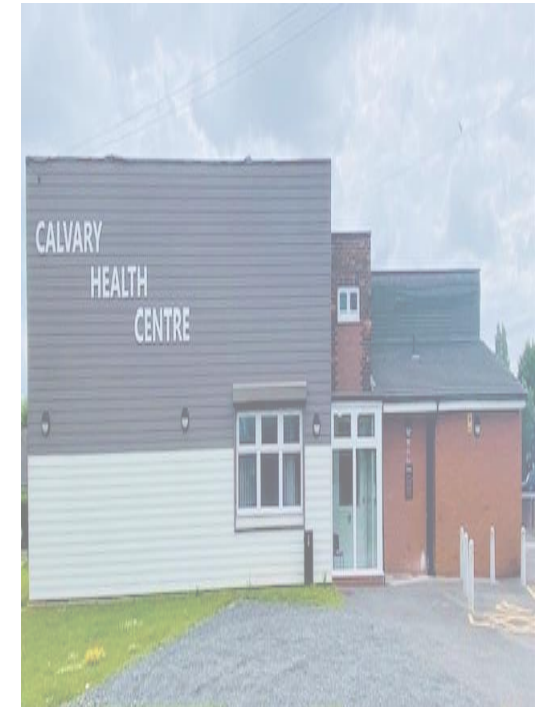
Phone: 0345 015 4033

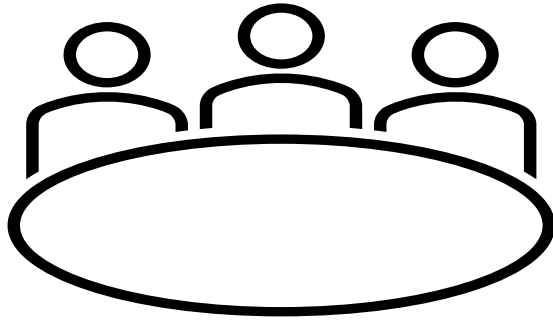
Calvary Health Centre
1 Pilch Bank Road, Liverpool L14 7PH

The Complaints Process

Calvary Health Centre

1 Pilch Bank Road
Knotty Ash, Liverpool
L14 7PH
0151 2284369
www.calvaryhc.nhs.uk





We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist, or manager – but if you prefer to give your feedback in writing, please send it to our Practice Manager.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us to improve our standards and you will not be treated any differently because you have complained.

"The most unhappy customers are our greatest source of learning".

If you have complained in writing, online or by email, we will normally acknowledge your complaint within 3 working days and aim to investigate and respond to your complaint as soon as is practicable- usually within 21 working days. If there is any delay with the investigation, we will keep you informed of progress.

Our internal investigation will often involve a review of our information, systems, and processes as well as interviews with the clinician or staff member involved.

If your complaint is about a clinical issue, we may also hold a meeting with all the Practice clinicians to discuss the issues that you raise and see what can be done differently, as necessary.

A third party is allowed to make a complaint on behalf of a patient provided they have consent to do so.

When we investigate your complaint, we will aim to:

- Find out exactly what happened and why things appeared to go wrong.
- Make it possible for you to discuss the problem with those concerned if you would like to do this.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation, we will formally respond to you, either verbally or in writing – as appropriate and as you request.

Advocacy Support:

Help people who, because of disability, illness, social exclusion and other challenges, find it difficult to express their views or get the support

POhWER- 0300 456 2370

Liverpool City Council- LiveWell Advocacy Works – 0151 707 9987

advocacyworksliverpool@shap.org.uk

Age UK – 0800 055 6112