

Mercer's Medical Centre
Comments and Concerns Procedure

We at Mercer's Medical Centre are committed to providing quality care to our patients. We view complaints as an opportunity to learn and improve patient care and practice standards for the future. Your comments are welcomed.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
2. We will then look into your complaint, including a review by the Practice Manager and one of the senior doctors or a nurse, as appropriate.
3. You may be invited to meet us at the practice to discuss and hopefully resolve the issue at hand.
4. We will write to you within thirty days to confirm what took place and any solutions, recommendations or outcomes advised. Should this time frame need expanding, we will contact you in the interim.
5. At this stage, if you feel that matters have not been satisfactorily resolved, you should contact us again and we will arrange for another senior doctor of the practice to review the matter and decisions made to date.
6. We will then write to you confirming our final position and explaining our reasons.

Our policy at Mercer's Medical Centre is:

- To provide a fair complaints procedure, which is clear and easy to use.
- To ensure that all staff at Mercer's Medical Centre know what to do if a patient wishes to make a complaint.
- To ensure all complaints are investigated fairly and in a timely manner.
- To ensure that complaints are, wherever possible, resolved and that a positive relationship remains between the parties involved.
- To gather information which helps us to improve the care and services we provide to our patients.

Please do not hesitate to contact us if you have any questions or concerns in regards to any of the information in this letter.

Adopted on: 30/11/17

Last reviewed: 30/11/17