

**You may also wish to contact:**

**Patient Advice and Liaison Service (PALS)**

PALS offers confidential advice, support and information on health-related matters. It is there to help patients, carers, relatives and friends to resolve any problems as quickly and easily as possible and to provide any information they may require.

PALS Office  
Colchester Primary Care Centre  
Turner Road  
Colchester  
Essex  
CO4 5JR

Tel: 0800 328 5620 (free phone with confidential answer phone)  
Email: PALS@nee.nhs.net

**If you need further assistance:**

**Independent Complaints Advocacy Service (ICAS)**

ICAS is a free, independent, client-led and confidential service for those wishing to make a complaint about the NHS. ICAS can offer you help and on-going support while your complaint is being resolved. They can be contacted at:

POhWER ICAS  
PO Box 14043  
Birmingham  
B6 9BL

Tel: 0300 456 2370  
Helpline: 0845 456 1083

# Compliments, Comments, Concerns and Complaints



Mayflower Medical Centre  
419 Main Road  
Dovercourt  
Harwich  
Essex  
CO12 4EX  
Tel: 01255 879400

Mayflower Medical Centre aims to provide the best possible service at all time for all our patients. If you have any compliments, concerns or complaints about our service, we want to hear about it.

#### Ways to provide feedback:

##### Compliments:

- Telephone
- In writing
- NHS Choices
- Via [www.iwantgreatcare.org](http://www.iwantgreatcare.org)

##### Comments:

- Telephone
- In writing
- Feedback form from reception
- Via [www.iwantgreatcare.org](http://www.iwantgreatcare.org)

##### Feedback:

- Speak directly to the member of staff or the Reception Manager
- In writing
- Join the Patient Participation Group

##### Complaints:

- Complaints should always be put in writing for the attention of the practice management

Although we aim to provide a high standard of care at all times, we recognise that there may be occasions where we do not come up to your expectations. In these circumstances, we would like you to let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

Our Deputy Practice Manager is happy to speak with you if you would like to discuss feedback or suggestions. However, we do ask that complaints are made in writing for the attention of Deputy Practice Manager. This will give us the opportunity to conduct a full investigation before responding to you.

Feedback and suggestions can be made using our friends and family forms at reception or online at [www.iwantgreatcare.org](http://www.iwantgreatcare.org).



#### COMPLAINTS

If you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or, at most, a few weeks. A complaint should not be lodged later than 12 months after the date of the incident or the date on which you became aware of the incident.

Please be as specific as possible about your complaint and include as much detail as possible.

Don't be afraid to say how you feel. We continue to look at how we can improve our standards and you will not be treated different because you have chosen to complain. We will do our utmost to put things right where possible.

Alternatively, you have the right to approach NHS England and raise your complaint directly with them.

#### COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we maintain strict rules of confidentiality. If you wish to complain on behalf of someone else, we require a signed letter of consent from the patient concerned to enable to discuss the complaint, which may involve confidential information. By law, we must obtain their consent before we can release any of their personal details to you. Please speak to them about it before contacting us.

We hope that if you have a problem you will use our practice complaints procedure, which is also called "local resolution". We believe this will give us the best chance of resolving the matter and an opportunity to improve our practice.

However, if you do not wish to complain directly to the practice, you may contact:-

The Complaints Manager  
NHS England  
PO Box 16738  
Redditch  
B97 9PT

**Tel:** 0300 311 2233 (Monday to Friday 8am to 6pm, excluding bank holidays)

**Email :** [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (with "for the attention of the complaints manager" in the subject line.

This does not affect your right to approach the (PHSO) Parliamentary Health Service Ombudsman for independent review. This must be done within 6 months of the date that you receive a full response from us.

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

**Ombudsman's Helpline on**  
(0345) 015 4033.

**Email:**  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)