

MOSS WAY SURGERY  
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PATIENT INFORMATION LEAFLET

PATIENT COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have from the Doctor or any of the staff working in this practice please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible, ideally within a matter of days because this will enable us to establish what happened more easily.

Complaints should be addressed to our Practice Manager, who will ensure that all matters are investigated as thoroughly and as quickly as possible. We aim to report back to you in two weeks and to complete any investigation within four weeks.

When we look into your complaint, we shall aim to find out what happened and what went wrong, make it possible for you to discuss the problem with those concerned if you would like this, make sure you receive an apology, where this is appropriate, and identify what we can do to make sure the problem does not happen again.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know you have their permission to do so. A note signed by the person concerned will be needed, except where the patient is incapable of making a complaint due to old age, illness or other infirmity or who is under the age of 16.

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. This does not affect your right to approach the local Primary Care Trust if you feel you cannot raise your complaint with us or you are dissatisfied with the result.