# Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

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| Making a complaintIf you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please 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. If your problem cannot be sorted out in this way and 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 – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:* Within 6 months of the incident that caused the problem; or
* Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

You can make your complaint by completing the practice complaints form which can be downloaded from our website [www.priorysurgery.co.uk](http://www.priorysurgery.co.uk)Using the complaints form will help us to get as much detail as possible from you regarding your complaint so that we can do a thorough investigation to establish the facts regarding your complaint. |  | What we shall doOur complaints procedure is designed to make sure that we settle any complaints as quickly as possible.Once we have received your completed form we will acknowledge your complaint using the practice SMS text messaging service within 3 working days and aim to it investigated and a response sent to you within 21 working days of the date we received your complaint.When we look into your complaint, we shall aim to:* + find out what happened and what went wrong
	+ provide a response in writing by email or by using a SMS text message service

**Complaining on behalf of someone else**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 that you have the patients permission to do so. The practice complaints form includes a sectionregarding obtaining consent from a patient if they are not the complainant.  |
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| We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this gives us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. If you don’t feel comfortable speaking to our staff, you can raise your complaint with the Strategic Planning and Performance Group at the Department of Health: **The Complaints Manager** **SPPG** **Department of Health** **12 - 22 Linenhall Street** **BELFAST**  **BT2 8BS** **Telephone 028 95 363893** **Email: complaints.sppg@hscni.net**If you need help with making a complaint you can also contact the Patient and Client Council at: **Website: www.patientclientcouncil.hscni.net**  **Email: info.pcfc@hscni.net**  **Freephone 0800 917 0222 or by writing to:** **The Patient and Client Council**  **1st Floor Ormeau Baths, Ormeau Avenue,**  **Belfast BT2 8HS** **What you can do next**If you are still not happy with our response to your complaint you canrefer your complaint to the public service Ombudsman: **Northern Ireland Public Services Ombudsman** **Progressive House** **33 Wellington Place** **Belfast** **BT1 6HN** **Free phone: 0800 34 34 24**  **Email: nipso@nipso.org.uk** **Website: www.nipso.org.uk** |  | Priory C.I.C**Priory Surgery Springhill Surgery****26 High Street 4a Killeen Avenue****Holywood Bangor** **BT18 9AD BT19 INB****Telephone: 028 9039 4545**Complaints Procedure  |