

## HELP US TO HELP YOU

We really value your feedback and are committed to addressing any issues you raise about the care we provide.

As a very busy GP practice we kindly ask for your understanding and cooperation with the following:

- Please wait until the agreed timeframe for our response has passed before requesting an update on your complaint.
- If you do need to contact us, please use **email** wherever possible. This helps keep our phone lines free for patients who need to make appointments.
- For complaints that are being reviewed by the Health and Social Care Ombudsman Body (HSCOB), please contact the ombudsman's secretary directly rather than the practice.

**If, on the very rare occasion, we have not responded to your complaint within six months, you can:**

- Contact us for an update
- Contact MCALS for advice
- Refer your complaint to HSCOB

## CONTACT DETAILS

### THE COMPLAINTS MANAGER FOR THIS PRACTICE IS:

***Michael Brennan***

They can be contacted by email:  
[michael.brennan@gov.im](mailto:michael.brennan@gov.im)

Or telephone to arrange a time to discuss your concerns:  
**01624 686979**

For complaints involving Manx Care services, contact MCALS on:

**01624 642642** or [mcals@gov.im](mailto:mcals@gov.im)

To request a review of complaints already investigated by our practice, email/write to HSCOB:

**HSCOB@gov.im**

or

**HSCOB Secretary  
PO Box 18  
Douglas  
IM99 1UT**

**This leaflet is available in large print on request**



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# MAKING A COMPLAINT

## A GUIDE FOR PATIENTS

If you are unhappy about something we have done or failed to do, a decision we have made, or how you have been treated, you can raise your concern with any of our staff who will try to resolve the matter for you.

If your issue remains unresolved, you can raise the matter with the Complaints Manager either via letter, email or telephone.



Complaints are handled in accordance with the IOM National Health Service (Complaints) Regulations 2022

*Private patients should raise complaints with the practitioner responsible for their care*

## IS IT A CONCERN OR COMPLAINT?

If you do not want to make a formal complaint, we may be able to deal with the matters you have raised as a 'concern' instead. This allows for grievances to be dealt with more promptly, but is only possible if the issue being raised is uncomplicated, and can be resolved within three working days.

Concerns are recorded by the practice, as complaints are, and monitored for learning purposes.

## WILL MY CARE BE AFFECTED IF I COMPLAIN?

Your care will not be affected because you have chosen to make a complaint, nor will you be de-registered from our practice.

You have a right to express your dissatisfaction, and your feedback helps us improve the service we deliver.

## HOW DO I MAKE A COMPLAINT?

You should contact the practice's Complaints Manager whose details can be found in this booklet. You can do this via telephone, email or letter. If you are complaining on behalf of someone else, we may need to obtain their written consent beforehand.

## WHAT HAPPENS AFTER I'VE MADE A COMPLAINT?

We will send you a written acknowledgement of your complaint within **five working days**.

You will be offered a meeting to discuss the issues you have raised. You do not have to attend in person, however, and you can speak to us on the phone, or via video call, if you prefer.

Once we have discussed your grievance with you, we will undertake an investigation and will aim to provide a written response within **twenty working days**. If your complaint is complex, we may need a little longer to look into matters. If this is the case, we will update you via letter before the twenty day deadline.

All complaints will be fully responded to within **six months** of the date they were reported.

You will receive a resolution letter to inform you if your complaint was upheld or not. The letter will also explain how we investigated the issues we raised, and what we propose to do to prevent a similar issue from occurring.

## WHAT IF I'M UNHAPPY WITH THE OUTCOME OF THE INVESTIGATION?

In the first instance, you should discuss this with the Complaints Manager at the practice.

If you remain dissatisfied, you can ask for your complaint to be reviewed by the Health and Social Care Ombudsman Body (HSCOB). Their contact details are contained in this leaflet.

## WHAT IF MY COMPLAINT COVERS MORE THAN ONE SERVICE?

We can only investigate complaints relating to **our** practice. If you have a complaint about a Manx Care service, you should contact MCALS (Manx Care Advice and Liaison Service) and raise your concerns with them.

On occasions, the care provided by our practice and Manx Care may overlap; making it difficult for you to know who to complain to. In such circumstances, we will (with your permission) ask for our colleagues in Manx Care to look into the complaint you have raised about their care, whilst we investigate the issues involving our practice.