The person who deals with Complaints is:

Mrs Kerry Devlin, Practice Manager

or

Mrs Rebecca Hughes, Assistant Practice Manager

If you are dissatisfied with the outcome

You may also:

Choose to complain directly to the Strategic Planning and Performance Group (SPPG) who may, with the consent of all parties concerned, take on the role of 'honest broker' during the complaints process.

Strategic Planning and Performance Group
Complaints Department
12 - 22 Linenhall Street
BELFAST BT2 8BS
Tel: 028 95363893
Email: Complaints.SPPG@hscni.net

Or

Seek advice and support from:

Patient & Client Council,
Freephone 08009170222
email: info.pcc@hscni.net

You have the right to approach the Northern Ireland (Public Services Ombudsman (NIPSO) should you remain unhappy following the Practice's attempts to resolve your complaint within 6 months of receiving the Practice final response.

The contact details are:

Freepost: Freepost NIPSO

The Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
BELFAST
BT1 6HN

Telephone: 028 9023 3821 **or Freephone:** 0800 34 34 24

Email: nipso@nipso.org.uk

HSC Model Complaints Handling Procedure (MCHP)

Complaints Procedure

Mid Ulster Health Care

F Floor
South Tyrone Hospital
Carland Road
Dungannon
BT71 4AU

Tel: 028 3756 5600

The people who look after your health will do whatever they can to provide you with a quality service but where we fail to meet your expectations our aim will be to give you a quick but thorough response which answers your concerns. This leaflet tells you what to do if you want to complain.

If you have a complaint or are concerned about treatment you have received from the Doctors or any off the staff working in this Practice, please let us know.

Revised
01/01/2026

What is a complaint?

The HSC Model Complaints Handling Procedure (MCHP) describes a complaint as:

"An expression of dissatisfaction by a member of the public about an organisation's action or lack of action or about the standard of service provided or on behalf of an organisation."

Making a Complaint

Whilst we would try to resolve patient concerns quickly and easily as they arise, with the person(s) involved, we understand that may not always be appropriate for the patient and the Practice.

You can make your complaint in the way that best suits you. This can be face to face, on the telephone, in a letter or by email (PracticeManager.Z00493@gp.hscni.net). All complaints will be treated with confidentiality and privacy will be ensured.

A written complaint will be directed to the Practice Manager. If the complaint is received verbally this will be recorded and passed onto the Practice Manager/Assistant Practice Manager.

Your complaint should be made as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem

You can complain about your own care. You are unable to complain about someone else's treatment without their written authority. Please refer to the separate section in this leaflet.

The Practice is able to provide you with a separate Complaints Form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at Reception for this.

What we do next

We look to settle complaints as soon as possible.

Stage 1 - Frontline Response: The time allowed for this stage is 5 working days - although in Practice many complaints will be resolved in less time. The date of receipt is normally considered to be the day a complaint is received. An extension of an additional 5 working days at Stage 1 is possible, but will only be in exceptional circumstances and you will be advised of any delays.

On completion of Stage 1 you have 30 working days to decide whether to progress your complaint if you are not happy with outcome at Stage 1.

Stage 2 – The Practice will acknowledge receipt within 3 working days, and aim to investigate and respond to you within 20 working days. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When investigating a complaint, we attempt to:

- Investigate what happened and why, which may include reviewing medical records and discussions with relevant Practice Staff;
- When the investigations are complete your complaint will be determined and a final response sent to you.
- Where appropriate, arrangements can be made for you to discuss the issue with those involved, if you would wish to do so.
- As learning from complaints is key to service development and improvement, the Practice regularly reviews complaints to provide an opportunity for the Practice to learn about issues from a service- user's perspective.

The final response letter will include details of the outcome of your complaint, the next steps (if appropriate) and including your right to escalate the matter further if you remain dissatisfied.

Complaining on Behalf of Someone Else

The Practice observes strict rules regarding medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at Reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

Where your complaint involves more than one organisation (e.g. Social Services) we may be required to liaise with that organisation(s) so that you receive one coordinated reply. We may need your consent to do this.

Where your complaint has been sent initially to an incorrect organisation, the Practice may seek your consent to forward this to the correct person to deal with your complaint.

Reporting & Recording Complaints

As a Practice we want to learn from any complaints that have arisen. The Practice reviews all complaints received on a quarterly basis, including analysis of complaints trends as this provides an opportunity for the Practice to learn about issues from a service-user perspective. This analysis helps to inform management of areas where the Practice needs to improve.

The Practice is also required to provide a report to the SPPG on a monthly basis regarding complaints received, for monitoring purposes.

Complaints and Legal action

It is important to note that the HSC Model Complaints Handling Procedure (MCHP), cannot address questions of negligence or provide compensation. If a complainant's initial communication is through a solicitor's letter, it should not be inferred that the complainant has decided to take formal legal action. However, if the complainant has instigated formal legal action, or advised that he or she intends to do so, the complaints process should cease. The complainant will be notified of this in writing.