If you need help in making a complaint

You may wish to contact NHS England for help and guidance.

Greater Manchester ICB 0161 271 3980 for complaints
Email: nhsgm.patientservices@nhs.net

Trafford Patient Experience 0161 873 9634 for informal advice
Email: gmicb-tr.patientexperience.trafford@nhs.net

Advocacy support can be found at:
PohWER 0300 456 2370
Advocacy People 0330 440 9000

Taking your complaint further

We hope our practice complaints procedure will give us the best and most direct chance to give you a full explanation and put right whatever has gone wrong. If however, you are dissatisfied with the result of our investigation or response and wish to formally take this to the second, final, independent review stage, please contact:

Parliamentary and Health Service Ombudsman
www.ombudsman.org.uk
Citygate
Mosley Street
Manchester
M2 3HQ
Telephone: 0345 015 4033
(8:30am–5:30pm, Monday-Friday)

Alternatively you may wish to contact the Care Quality Commission directly if you have concerns about the services we provide.

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
www.cqc.org.uk
Telephone: 0300 061 6161
(8:30am-5:30pm, Monday-Friday)
Email: enquiries@cqc.org.uk

Last updated Sept 2026

COMPLIMENTS, SUGGESTIONS, CONCERNS AND COMPLAINTS

Our guide for patients

Conway Road Medical Practice
80a Conway Road
Sale Cheshire M22 2TB

Telephone 0161 973 1151
Website: www.conwayroadsurgery.co.uk
Email: gmicb-tr.conwayroadmp@nhs.net

Our practice aims to provide the best possible standard of service and the highest level of individual patient care.
We invite you, our patient, to feedback your views on our service and the care you receive.

COMPLIMENTS / SUGGESTIONS

We are always delighted to hear from patients who have been satisfied with the care they receive. Cards and messages are an encouragement to all staff.
If you feel you have an idea or a suggestion which benefit future patients – please write it down on one of our comment/suggestion forms and put into the prescription box. Alternatively email us or inform a member of staff.

COMPLAINTS

If you have a complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know. We cannot start to resolve your complaint until we know about it. Our practice complaints procedure meets all the national criteria and is part of the NHS system for dealing with complaints.

How to complain

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. 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

12 months of the incident that caused the problem; or
12 months of discovering there has been an incident causing a problem

Complaints about our service should be addressed to our Practice Management team – Pam Wilson or Tracy King. Alternatively, you may speak to or arrange to see one of the team, to discuss your concerns, by calling 0161 973 1151.

Our practice complaints procedure is confidential and remains within our practice. In addition, all reference to your complaint is kept separate from your medical records.

Complaining on behalf of someone else

If you are making a complaint on behalf of someone else, it would be better if you have their permission to do so. Without their permission we may not be able to investigate complaint as thoroughly. Please contact us in the first instance to discuss your query

What happens next

We will acknowledge your complaint within 3 working days of receipt. We will develop a plan with you explaining how we will handle and investigate your complaint and when you can expect to receive our full response. 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;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to ensure that wherever possible, the problem does not happen again.

If you have a complaint about another local NHS service:

Manchester Foundation Trust – Hospital based complaints
or
Trafford Local Community Organisation for complaints about community services such as local health clinics, district nursing, community matrons or allied health services such as podiatry, ear clinic etc

Please contact PALS on 0161 276 8686 or via email pals@mft.nhs.uk

For complaints about Mastercall out-of-hours services contact
Quality & Safety Dept
Mastercall Healthcare
International House, Pepper Road, Hazel Grove, SK7 5BW
Tel: 0161 476 7001
Email: complaints.mastercall@nhs.net

If you have a constructive complaint, comment or suggestion instead -

We would like to hear from you. Comments forms are available in reception area, on our website or you can email us at gmicb-tr.conwayroadmp@nhs.net. We will consider all ideas/comments and try and find practical ways of implementing these, within the resources we have available