



**CLERMONT
HEALTH·IE**

Fairways: 042 932 1424

Castlebellingham: 042 937 2322

Out of Hours: 042 932 1424

Dr. Siobhan Garavaglia

Dr. Meave Baxter

Dr. Sean Owens

Dr. Katherine Whately

Dr. Eoin McDermott

Practice Mission Statement

At Clermont Medical we aim to provide excellence in patient-centred care that is mindful of the needs of our patients, our staff, and the community in which we serve. We believe that our patients and our staff have the right to a friendly, compassionate, safe, and open environment that is respectful of all beliefs and backgrounds.

As a teaching practice, we strive to stay on the cutting edge of community medicine by educating the next generation of clinicians and devoting time and resources to medical education and research. We aim to be evidence-based, contemporary and innovative to deliver optimal quality care that is also sustainable and mindful of our resources for the benefit of our patients, staff and community both now and in the future. Most of all we aim to be a leader in our community and foster its growth and development through innovation, collaboration, and open lines of communication.

Making a Complaint

We always try to give our patients the best care possible but there may be times when you feel this has not happened. If you have a complaint about your care, we need to hear from you. If we have gotten something wrong, we will acknowledge the incident and endeavour to rectify, where possible, in a timely fashion. We aim to learn from our mistakes and use the information we gain to improve our services going forward. Sometimes, you might be concerned about matters that are not decided by us (external decisions e.g., the HSE), we will then advise you about how to make your concerns known.

If you are disappointed with any aspects of our service, please see the below procedure. **All complaints will be dealt with in a strictly confidential manner.**

Complaints Procedure

Informal resolution

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. She or he will try to resolve it for you there and then, where practical. This has been shown to have the most favourable outcomes in the majority of cases.

If the member of staff can't help, they will explain why and you can then submit your complaint formally for further investigation.



Formal procedure:

Step 1

Submit in writing your complaint to the Practice Manager, Jacqui Lynch. In the interest of fairness, we cannot investigate anonymous complaints. We adhere to the strictest rules of medical confidentiality. Therefore, if you wish to make a complaint and are not the concerned party, we will require written consent to proceed.

Step 2

We will try to resolve your complaint as quickly as possible and will acknowledge it at the earliest possible opportunity and certainly within 1 week. You will receive a formal reply in writing or you may be invited to meet with us to attempt to resolve the complaint to your satisfaction. If a meeting is arranged you will be invited to bring a friend or relative with you. Our aim will be to try to adhere to a 30-day timeline and if there are reasons why it will take longer, we will discuss with you.

Step 3

When looking into a complaint we attempt to:

- **Find out what happened and what went wrong and why**
- **Make it possible for you to discuss the problem with those concerned**
- **Ensure you receive an apology where this is appropriate**
- **Identify what we can do to make sure the problem does not arise again**

We hope that we will be able to resolve your complaint quickly and to your satisfaction but if we believe we need assistance, for example mediation or other external assistance, we may arrange this in consultation with you.

Step 4



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When the investigations are complete your complaint will be determined and a final response sent to you. If your complaint is still not resolved to your satisfaction, there are several external options where you may bring your complaint, such as:

- **HSE**
- **Medical Council**

Complaints Manager

The responsible person in our practice for dealing with any complaint is Jacqui Lynch, Practice Manager

Please email details of any complaint (verbal or written) to: info@clermonthealth.ie