

COMPLAINTS

A Guide for Patients

Our aim is to provide the highest level of care to all our patients. This leaflet explains ways in which you can tell us if you think there is any way we can improve the service we provide.

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

Making a complaint

If 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.

Please try to contact us **as soon as possible** after the event so that we can establish what happened more easily.

The Practice Manager will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to the Practice Manager

In writing – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

What we shall do

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved where appropriate.

When we look into your complaint, 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
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again and adopt any good practices highlighted across the organisation.

At the end of the investigation your complaint will be discussed with you in detail, either verbally or in writing.

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 patient's permission to do so. A letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint. NHS England provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Telephone: 0300 311 2233

Email: England.contactus@nhs.net

Address: NHS Commissioning Board, PO Box 16738, REDDITCH, B97 9P

Complaints about other services? (Not the surgery)

North Yorkshire Clinical Commissioning Group provide the Patient Relations Service to handle any queries or complaints about local services.

Telephone: 01609 767607

Email: NYCCG.PatientRelations@nhs.net

Address: Patient Relations, NHS North Yorkshire Clinical Commissioning Group, 1 Grimbald Crag Court, St James Business Park, Knaresborough, HG5 8QB

If you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The Parliamentary and Health Service Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on their Helpline 0345 015 4033, or write to them at:

The Parliamentary and Health Service Ombudsman

Citygate

Mosley Street

Manchester

M2 3HQ

E-mail: phso.enquires@ombudsman.org.uk

Web: www.ombudsman.org.uk

Help us to get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

North Yorkshire NHS Complaints Advocacy Service supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. This service is independent from the NHS

Email: NHScomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Tel: 0300 012 4212

Web: www.cloverleaf-advocacy.co.uk

Address: Cloverleaf Advocacy, 5th Floor, Empire House, Wakefield Old Road, Dewsbury, WF12 8DJ



**North Riding
Community
Health Network**

