

Complaints Policy

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national standards.

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 the 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 or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem

Complaints should be addressed to the Managing Partner. An appointment will be organised to explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We will acknowledge your complaint within three working days and aim to have looked into your complaint within ten 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. When we look into your complaint, we will aim to:

- Find out what happened
- Make it possible for you to discuss the problem with those concerned, if you would like to do this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

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

Complaining to the commissioner of GP practices

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the commissioner of this service if you feel you cannot raise your complaint with us.

If you want to make a complaint about primary care services to the commissioner you will contact the Experience Team within NHS Humber and North Yorkshire Integrated Care Board.

You can do this by:

Telephone: 01904 555999
E-mail: hnyicb.experience@nhs.net
Writing to us at: The Experience Team
Humber and North Yorkshire ICB
Health Place

Wrawby Road
Brigg
DN20 8GS

You may also like to contact one of the following:

Cloverleaf Advocacy can provide support and advice with a complaint. Contact details are as follows:

North Yorkshire NHS Complaints Advocacy Service (Monday – Friday 9am – 5pm)

1 Devonshire Court

Green Lane Trading Estate

Clifton

YORK

YO30 5PQ

Telephone: 0300 012 4212

E-Mail: NHSComplaints@cloverleaf-advocacy.co.uk

Or complete an enquiry form on the Website:

www.cloverleaf-advocacy.c.uk

Parliamentary and Health Service Ombudsman, Milbank Tower, Millbank, London, SW1P 4QP

(Tel: 0345 015 4033)

Website: www.ombudsman.org.uk