

PEASHOLM SURGERY

COMPLAINTS, COMMENTS, CONCERNS & COMPLIMENTS

We aim to provide the best possible service for all our patients and we are very interested in hearing from you if you think we could do something better, if you think we are doing well, have any concerns or wish to make a complaint.

To make a complaint, leave a comment, raise a concern or give a compliment:

You can use our Complaints, Comments, Concerns and Compliments form available in the waiting room and from Reception.

More information about our complaints procedure:

If you have any complaint or concern about the service you have received from the doctors or staff working for this surgery please let us know. We operate an informal, in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to NHS England if you so wish. Nor does it affect your right to seek compensation in law.

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 for any reason this is not possible you can ask to discuss the problem informally with a member of the Management Team with a view to resolving it quickly. If neither of these options are suitable or do not have the outcome you expect, you can make a formal complaint in writing. Wherever possible written complaints should be made within a couple of days, or at most a few weeks, as 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 twelve months of the matter that caused the problem: or**
- **Within twelve months of becoming aware you have something to complain about**

You can use our Complaints, Comments, Concerns and Compliments form available in the waiting room and from reception, to make a formal complaint or you can write and address this to the **Practice Manager** who will ensure that it is investigated as speedily as possible. It will be a great help if you are as specific as possible about your complaint and explain what you feel went wrong and what outcome you would like.

What we will do

We will acknowledge your complaint within **three working days** and offer to discuss your concerns and agree the way forward with you. We will investigate your complaint and aim to provide you with our findings within a **time frame agreed with you**. When we look into your complaint we will 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 find this helpful;**
- **Make sure you receive an appropriate apology:**
- **Identify what we can do to learn from your complaint and make sure the problem does not happen again in order to improve our services.**

Someone within the surgery will investigate your complaint. It is likely, as a first step, the investigator will contact you directly to ensure that he/she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and may inspect relevant documents.

Complaining on behalf of someone else

Please note that the practice must ensure strict adherence to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must have his/her written permission for you to do so.

Getting further help with your complaint

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 service.

If you need any support with your complaint you can get help and advice from :

ICAS– Independent Complaints Advocacy service which is free to complainants

This is provided by Cloverleaf Advocacy. They can be contacted as follows;

North Yorkshire NHS Complaints Advocacy Service, Tower Court, Oakdale Road, Clifton Moor, York YO30 4XL, Phone: 0300 012 4212

Email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

NHS England can be contacted as follows:

By post

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

Electronically using the commissioning board's email address

England.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

By telephone

0300 311 22 33 (Weekdays 8am to 6pm, excluding Bank Holidays) The complaint will be noted and passed to the Complaints Manager

The NHS Commissioning Board can help refer unresolved complaints to the independent Parliamentary and Health Service Ombudsman – write to [Millbank Tower, Millbank, London SW1P 4QP](#) or call [0345 015 4033](tel:0345 015 4033) www.ombudsman.org.uk