

Patient Information Leaflet

Practice complaints procedure

If you have a complaint 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 complaints procedure as part of an NHS system for dealing with complaints.

Our complaints procedure meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be resolved easily and quickly, often at a time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like to 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 that, please let us have details of your complaint: -

- a) Within 6 months of the incident that caused the problem, or
- b) Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to either the Practice General Manager or Practice Administration Manager; both are well placed to discuss your concerns.

She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be a great help if you were as specific as possible about your complaints.

WHAT WE SHALL DO

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 15 working days of the date when you raised the matter with us. If this is unachievable we will explain the reason for the delay. Once the investigations are complete we shall then be in a position to offer you an explanation or a meeting with the parties involved.

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 wish.
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem does not arise again

COMPLAINING ON BEHALF OF A THIRD PARTY

Please note that we adhere strictly to the rules of medical confidentiality.

If you are complaining on behalf of a third person, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (due to illness) of providing this.

COMPLAINING TO THE PRIMARY CARE COMPLAINTS UNIT

We would hope that if you have a problem you would utilise our Practice Complaints Procedure. We believe that this will give us the best chance of rectifying whatever has happened; also it is an opportunity to improve our Practice. However, this does not affect your right to approach the Primary Care Complaints Unit if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigations.

PRIMARY CARE COMPLAINTS UNIT
SOUTH LEEDS PCT
1st FLOOR NAVIGATION HOUSE
8 GEORGE MANN ROAD
QUAYSIDE BUSINESS PARK
LEEDS LS10 1DJ

TELEPHONE: 0113 305 9674

Alternatively you may wish to contact the Care Quality Commission at:

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

Website www.ombudsman.org.uk
Email phso.enquiries@ombudsman.org.uk
Telephone 0345 015 4033