

Collingham Church View Surgery & Thorner Surgery Complaints Policy

It is the intention of Collingham and Thorner Surgery to provide a high standard of care; however, there may unfortunately be times when you feel this has not happened.

If you are unhappy with the treatment or service, you have received from this practice then you are entitled to have your complaint considered and to receive a response from us.

Who should I complain to?

The first stage of the NHS complaints procedure is 'Local Resolution'. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible. If you have concerns, please raise them immediately by speaking to any member of the practice e.g. A doctor, nurse, receptionist, or the practice manager. We will always take any concerns you raise seriously and will try to resolve your concerns there and then.

What do I do if I am still unhappy?

If your concern has not been dealt with satisfactorily and you want to continue with your complaint you can do this orally or in writing (including e-mail) to Eliza Venizelou, Practice Manager. Please post your complaint to Collingham Surgery, School Lane, Collingham, LS22 5BQ or e-mail collinghamview.surgery@nhs.net or via our website complaint form.

What will happen when you receive my formal complaint?

We will acknowledge receipt of your complaint within three working days and aim to have looked into your complaint within 15 working days of the date when you raised it with us.

You will be offered the opportunity to meet with the practice manager to discuss your complaint in person, or to discuss the issues over the telephone.

Your complaint will be investigated thoroughly, and we will discuss and agree with you when you will get a response to 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 like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again

We hope that at the end of the process you will feel satisfied that we have dealt with the matter thoroughly.

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

If you feel you cannot raise your complaint with us you can however approach the NHS West Yorkshire Integrated Care Board, who operate the contracts for your care at: -

Patient Experience

Leeds office of the NHS West Yorkshire ICB

Telephone: 0113 221 7777

Email: wycib.complaints@nhs.net or wycib.pals@nhs.net

This however does not affect your right to approach the Health Service Ombudsman if you feel dissatisfied with the result of our investigation.

The Health Service Ombudsman is an independent body established to promote improvements in healthcare. You can contact the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP

Tel: Complaints Helpline – 0345 015 4033

Website: www.ombudsman.org.uk

What is the time limit for making a complaint?

You should normally complain within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem related to the incident, however we may consider claims outside of the time limit if there is good reason and it is still possible to investigate the complaint fairly and effectively.

Where can I get further advice and help?

- Your local Patient Advice and Liaison Service (PALs) can provide advice and support to patients who wish to complain about their doctors' surgery. The number to ring is 0800 0525 270 or 0113 206 6261
- The Independent Complaints & Advocacy Service (ICAS) provides free confidential help and support. Their number is 0300 456 2370 or 0113 244 0606
- Call your local Citizens Advice Bureau
- The NHS England's website also has information on the NHS complaints procedure – <https://www.england.nhs.uk/contact-us/feedback-and-complaints/complaint/>