

BURTON CROFT SURGERY

HOW TO MAKE A COMPLAINT

Everyone at Burton Croft Surgery endeavours to give you the best service possible; 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 at local level and you want to continue with your complaint you can do this orally or in writing (including e-mail) to the Practice Manager. Please ask for a complaint form at the receptionist desk or ask for one to be posted to you.

The address to send your complaint to is as follows:

The Practice Manager
Burton Croft Surgery
Floor 2 Headingley Medical Centre
1 Shire Oak Street
Leeds LS6 2AF

What is the time limit for making a complaint?

You should normally complain within 12 months of the event occurring or within 12 months of becoming aware that you have something to complain about.

What will happen when you receive my formal complaint?

The Practice Manager will acknowledge receipt of your complaint within three working days of receipt of your complaint or, where that is not possible, as soon as is reasonably practicable.

Your complaint will be investigated thoroughly and you should receive a response within a reasonable timescale. If this is not practical for any reason we will keep you informed and let you know when you are likely to receive a response.

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.

What if I am unhappy with the response I receive from you?

You can complain to NHS England, details of which are below.

NHS England is the commissioner of primary care services. Patients and families wishing to complain about a primary care provider need to contact NHS England. They can be contacted at:

NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT

nhscommissioningboard@hscic.gov.uk

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

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

What if I am still not satisfied?

If you feel that your concern is not addressed to your satisfaction you can ask **The Parliamentary and Health Service Ombudsman** for an 'Independent Review' of your case. You can contact the commission at:

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

Tel: 0345 015 4033
e-mail: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

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 doctor's surgery. The number to ring is 0800 0525 270
- The Independent Complaints Advocacy Service (ICAS). Details are at www.dh.gov.uk
- The Department of Health's website also has information on the NHS complaints procedure – www.dh.gov.uk