

# CROSSLEY STREET SURGERY

## HOW TO MAKE A COMPLAINT

It is the intention of Crossley Street 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 Vicky Innocent, Practice Manager. Please post your complaint to Crossley Street Surgery, Crossley Street, Wetherby, LS22 6RT or e-mail [enquiries.crossleystreet@nhs.net](mailto:enquiries.crossleystreet@nhs.net).

### **What will happen when you receive my formal complaint?**

The Practice Manager will acknowledge receipt of your complaint within three working days of receiving your complaint.

She will discuss with you how you would like her to progress with your complaint and you will be offered the opportunity to meet with her to discuss your complaint in person.

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 NHS Leeds, who operate the contracts for your care at: -

NHS Leeds Complaints Department  
1<sup>st</sup> Floor North West House  
West Park Ring Road  
LEEDS  
LS16 6QG

Tel: 0113 3057664 / 5

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](http://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.
- The Independent Complaints & Advocacy Service (ICAS) provides free confidential help and support. Their number is 0845 1203734.
- Call NHS Direct on 0845 4647 or your local Citizens Advice Bureau
- The Department of Health's website also has information on the NHS complaints procedure – [www.dh.gov.uk](http://www.dh.gov.uk)

We operate a complaints procedure as part of the NHS system for dealing with complaints, our system meets national criteria. Procedure last Updated June 2010.