**Our contact details**

Our practice manager is Helen Procter, who can be contacted by phone:

01535 273 227

Address for written complaints:

The Wilsden Medical Practice

Ling Bob Court

Wilsden

BD15 0NJ

**Independent help and support**

ICAT (Independent Complaints Advocacy Team) can offer you independent help and support in making a complaint.

The telephone number to contact is 01274 750784 or by post at; ICAT, Rooms 21-29, 1st Floor, The Tradeforce Building, Cornwall Place, Bradford, BD8 7JT.

**Integrated Care Board**

If you do not wish to contact the practice directly you can contact the West Yorkshire Integrated Care Board (ICB):

Telephone 01924 552 150

Email: wyicb.complaints@nhs.net

Address: Primary Care Complaints Team, West Yorkshire Integrated Care Board, White Rose House, West Parade, Wakefield WF1 1LT.

**If you are dissatisfied with the outcome**

If you are dissatisfied with the outcome of our response, you have the right to approach the

Parliamentary & Health Service Ombudsman.

Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

To complain online or download a form: <http://www.ombudsman.org.uk/make-a-complaint>



**Complaints Procedure**

**Information for Patients**

Version 4.0 – 2023

**When something’s wrong**

We aim to provide patients with the best care

we can, but we will sometimes fall short of the

mark. If you have any compliments, comments,

concerns or complaints about our service, we

want to hear about it.

If you have a complaint to make, please don’t

be afraid to say how you feel. We welcome

feedback to help us improve our standards and

you will not be treated any differently because

you have complained. We will just do our best

to put right anything that has gone wrong

We would encourage you to speak to whoever

you feel most comfortable with – your doctor,

a nurse, a receptionist or our practice manager.

**Making a Complaint**

If your problem cannot be sorted out at the time and you wish to make a complaint then please let us know as soon as possible, ideally within a few days.

Please speak to the Duty Reception Supervisor or Practice Manager who will explain the complaints procedure and make sure that your concerns are dealt with promptly.

Complaints can be made verbally in discussion with the Practice Manager, or in writing using a form (ask the receptionist for the form), or you could send a letter.

Give as much detail as you can as this helps us to establish what happened more easily, our Complaints Form identifies what is needed.

You may also like to contact the Independent Complaints Advocacy Team (ICAT) who offer independent help and support in making a complaint. Contact details are overleaf. If English is not your first language they will be able to access an interpreter for you.

Alternatively, you can contact NHS England if you do not feel comfortable in contacting us directly, contact details are overleaf.

Whatever format you choose, your compliant should be made:

* within 12 months of the incident,
* or within 12 months of you becoming aware of the matter.

**What we do next**

We will acknowledge your complaint within three working days and offer to discuss your concerns and agree the way forward with you.

Many problems arise from lack of communication and understanding, so we hope that a discussion would resolve any differences.

We will then investigate your complaint and aim to provide you with our findings within a time frame agreed with you.

When we look into a complaint we aim to:

1. Find out what happened and what went wrong.
2. Make it possible for you to discuss the problem with those concerned.
3. Make sure you receive an appropriate apology.
4. Identify what we can learn from your complaint and what we can do to make sure the problem doesn’t happen again.

If your complaint involves more than one organisation (e.g. hospital or social services) we will contact them so you receive one coordinated reply. We may need your consent to do this.

The final response letter will include details of the result of your complaint. You can refer the matter further to the Parliamentary and Health Service Ombudsman (details overleaf) if you remain dissatisfied with the response.

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so.

The person concerned will need to sign our complaints form, unless they are incapable (because of illness) of doing so.