



BRIG ROYD SURGERY

www.brigroydsurgery.co.uk

The Surgery
Hirstwood
Ripponden
West Yorkshire
HX6 4BN

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Out of Hours: 111

www.brigroydsurgery.co.uk

PATIENT COMPLAINT INFORMATION

We are sorry if you feel there is an issue with any aspect of the care provided at Brig Royd Surgery. If you have a complaint or concern 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 practice complaint procedure. This is in line with The National Health Service and Local Authority Social Services Complaints Regulations and The Health and Social Care Act (Regulated Activities) Regulations 2009. The Complaints Manager is Claire Cox, Practice Manager and Dr Emma Gayle is the Lead GP Partner for complaints handling and the practice designated Responsible Person.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. Alternatively, Claire Cox, our Practice Manager, will speak with patients over the phone, or in private at the surgery, to share any issues patients wish to raise. The Practice Manager aims to address verbal complaints within 72 hours. If the PM is away on prolonged absence Dr Emma Gayle will step in.

If you wish to make a written complaint, please do so **as soon as possible** - ideally within a matter of a few days. This will enable us to establish what happened more easily. If this is not possible your complaint should be submitted within twelve months of the incident that caused the problem or within twelve months of discovering that you have a problem.

You should address your complaint in writing to Claire Cox, Practice Manager, Brig Royd Surgery, Ripponden, HX6 4BN. You may wish to use the attached form. Claire will make sure that we deal with your concerns promptly and in the correct way. So that we can try and provide you with a full response, please make sure you tell us what has happened, when it happened and what you would like us to do to try and resolve your concerns.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please do note that we adhere to the General Data Protection Regulation 2018 and Data Protection Act 2018. This means that we have strict rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. Our Complaint Form, attached, contains the Third Party Consent Form should you wish to make a complaint on behalf of someone else.

WHAT WE WILL DO

We adhere to the principles of honesty, openness, transparency, and candour.

We treat each complaint individually. We will check with you that you would like us to do to try to resolve your complaint and what outcome you would like to achieve. We will agree on a realistic action plan with you and put this in writing.

We look to try our best to resolve complaints as soon as possible.

The steps we take in dealing with written complaints:

- We will formally **ACKNOWLEDGE** your complaint within three working days and aim to have fully investigated within ten working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish our investigations.
- When we look at your complaint, we will **INVESTIGATE** the circumstances. Often it is helpful if you can meet the practice staff involved in your complaint. We are happy to set up an investigation meeting for you with the Practice Manager and the appropriate staff member. This is an opportunity to explore the circumstances of your complaint and for us to gather information and explain the actions we have taken. Sometimes it is also helpful and appropriate for another independent member of the team e.g., a GP to be present to clarify medical issues in an impartial way and act as conciliator. We will send you minutes of this meeting.
- We will send you a **DETAILED REPORT** setting out the results of any investigations carried out by the practice with explanations. We will offer apologies when appropriate and ensure that steps are taken to ensure the situation does not happen again.

TAKING IT FURTHER

We hope that you will use our Practice Complaints Procedure if you are unhappy. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services we provide. We hope that most problems can be sorted out easily and quickly when they arise.

However, if you feel uncomfortable raising your concerns or complaint directly with us or if you believe this is not appropriate, you can raise your complaint with the ICB who commission and pay for the NHS services you use at:

Email: at wycb.pals@nhs.net Telephone: 01924 552150 In writing: West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield WF1 1LT

You can find more information on how to make a complaint to the ICB on their website: <https://www.westyorkshire.icb.nhs.uk/contact/comments-concerns-compliments>.

Please note that to meet Data Protection legislation ICB requires specific consent to investigate complaints. Please add the following wording to any correspondence with NHS England "I give permission for my complaint to be shared with Brig Royd Surgery in order for ICB to carry out an investigation".

You can ask for help with making your complaint from the NHS Complaints Advocacy Service. They are a free, independent, and confidential organisation. You can contact them as follows:

NHS Complaints Advocacy Service, Healthwatch Calderdale, Elsie Whitely Innovation Centre, Hopwood Lane, Halifax, HX1 5ER

Telephone: 01422 399433

email: info@healthwatchcalderdale.co.uk

If you are not satisfied with the outcome of your complaint to the practice, you have the right to contact (within 12 months of the issue arising):

Parliamentary & Health Service Ombudsman
Citygate
Mosley Street
Manchester
M2 3HQ
Tel 0345 0154033

www.ombudsman.org.uk

The NHS website also provides information regarding making a complaint in line with The NHS Complaints Procedure – www.nhs.uk.

Reviewed and Updated: July 2023

Next Review Date: July 2025

BRIG ROYD SURGERY - COMPLAINT FORM

Patient Full Name.....

Patient Address:

.....

Date of Birth.....

Complaint details: (Please be as specific and concise as possible and include dates, times, and names of practice personnel, if known)

SIGNED..... Print name.....

PATIENT THIRD-PARTY CONSENT

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my Doctor releasing information to, and discussing my care and medical records (only so far as is necessary to answer this complaint) with the person named above and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: (Patient only)

Date:

BRIG ROYD SURGERY USE ONLY

Received by (staff name) _____

Date _____

Time _____