

KING CROSS PRACTICE **COMPLAINTS PROCEDURE LEAFLET**

Practice complaints procedure

We always try to give you the best services possible but there may be times when you feel this has not happened. 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 complaints procedure as part of an NHS system for dealing with complaints. We cannot deal with questions of legal liability or compensation. Our complaints system meets national criteria and aims to settle complaints under Local Resolution.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that please let us have details of your complaint:

within 6 months of the incident that caused the problem; or
within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Miss Emily Smith, Practice Manager, or any of the doctors. Alternatively, you may ask for an appointment with Miss Smith in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall 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.

Sometimes it is necessary to seek further advice from the Doctor's professional protection body. If this is the case we will write to you and let you know if there is to be a delay in our response.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

The Parliamentary & Health Service Ombudsman

If you are dissatisfied with the outcome (not simply the decision) of your complaint or we do not complete our investigation within six months of you making your complaint, you have the right to refer the matter to the Parliamentary & Health Service Ombudsman (PHSO) 0345 015 4033. www.ombudsman.org.uk

Independent Complaints Advocacy Service (ICAS) is an independent organisation which can help you if you want to make a complaint about any part of your NHS treatment or care. They can give information about who to complain to, explain the procedures, help you write letters etc, 0300 456 8349. www.carersfederation.co.uk

Complaining to West Yorkshire Integrated Care Board (ICB)

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach our commissioners, the West Yorkshire ICB, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

WY ICB Complaints Team

White Rose House

West Parade

Wakefield

WF1 1LT

Telephone: 01924 552150 (9am-5pm Mon-Fri excl. Bank Holidays)

Email: wycb.complaints@nhs.net

For further information contact:

Emily Smith

Practice Manager

King Cross Surgery

199 King Cross Road

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