



Care Quality Commission

In addition to following the NHS Complaints procedures the Practice is registered with the Care Quality Commission and follows our Practice Policy under the CQC regulations of 'Duty of Candour'.

Action steps required to meet the duty of candour which includes:

1. Act in an open and transparent way toward the relevant person (e.g., the patient) in relation to the treatment and care provided
2. Tell the relevant person (in person) as soon as practicable of the notifiable incident, and provide support to them. The account must include all facts as known at the time of the notification
3. Tell the relevant person what further steps are to be taken, which the healthcare provider deems necessary
4. Provide a written copy of the information provided
5. Keep the relevant person informed of progress of enquiries made
6. Record all communications with the relevant person in writing and keep as records

Patient Complaints Information Leaflet

**Dawn Beadle
Practice Manager
Grove House Surgery &
Chickenley Medical Centre
Soothill Lane
Batley
West Yorkshire
WF17 5SS**

Main line: 01924 476363

Email:

grovehousesurgery@nhs.net

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Grove House Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to the Practice Manager, Dawn Beadle.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233

england.contactus@nhs.net

A complaint can be made verbally or in written format/letter signed by the patient. A complaints form is available from reception.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will respond to all complaints within **three business days**.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Grove House Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Grove House Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Grove House Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third party patient complaint form is available from reception for the patient or their parent/guardian to complete and sign.

Final response

Grove House Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

Jayne Crocken, Assistant Practice Manager can deal with initial complaints, when urgent, in the absence of the Complaints Manager.

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- The Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112

Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service
Ombudsman (PHSO)
Milbank Tower
Milbank
London
SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk