

Formal complaints will be addressed by the Lead GP in writing.

We aim to:

- Acknowledge your complaint with 2 working days
- Investigate all issues raised with respect, fairness and confidentiality
- Offer to discuss your concerns and agree the way forward with you
- Find out what happened and what went wrong
- Make sure you receive an appropriate apology
- Aim to provide you with a full written explanation and response within 2 weeks or within a time frame agreed with you.
- Keep you informed if more time is needed
- Identify what we can learn from your complaint and what we can do to make sure the problem does not happen again in order to improve our services.

### **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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **Complaining to NHS North Kirklees Clinical Commissioning Group**

If you do not feel able to raise your complaint with us **or** you are dissatisfied with the outcome of your complaint you can contact the Patient

Advice and Liaison Service (PALS). PALS Advisers will be able to help and advise you and/or arrange for a member of the complaints staff to contact you. The PALS team are based at Broad Lea House, Bradley, Business Park, Dyson Wood Way, Bradley, Huddersfield and can be contacted on 01484 464000.

### **Parliamentary Health Service Ombudsman (PHSO)**

If you do remain dissatisfied you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure. You can contact the PHSO, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033

### **Independent help and support**

You may also like to contact ICAS, the Independent Complaints Advocacy Service who can offer you independent help and advice in making a complaint. The telephone number to contact is 0845 120 3734.

The Paddock Surgery

Information for Patients

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## **HOW TO MAKE A COMMENT, SUGGESTION OR EXPRESS A CONCERN**

The Paddock Surgery

Chapel Lane

Thornhill

Dewsbury

WF12 0DH

Tel. 01924 465343

June 2013

I wish to make:

Informal complaint  suggestion

formal complaint  compliment

**Your details:**

Mr/Mrs/Ms/Miss.....

Address.....

.....

.....

.....

Tel. No:.....

Are you a patient/relative/guardian/carer/  
friend/representative?

**Brief details**

Are you happy for a GP/The Practice  
Manager to contact you? YES/NO

**PLEASE RETURN THIS FORM TO:  
THE PRACTICE MANAGER**

**Listening to you**

The Paddock Surgery values your opinions and recognises the importance of your experiences. We appreciate that sometimes we make mistakes. Your feedback to us, whether it is a compliment, a comment or a complaint, is very valuable and will help us to improve our services.

Please tell us what you, your family and carers think about the service we provide.

**Making contact**

If you have a suggestion or wish to express your opinions on a service, you can talk directly to a member of staff. Alternatively you may wish to contact us by using the attached form which can be posted in the comments box on the wall in the waiting room, handed in to a member of staff or posted in to the address on the front of this leaflet.

If you wish to make an informal complaint, please ask to speak with the Practice Manager. If the manager is unavailable please leave your contact details so that she can call you back.

If you wish to make a formal complaint, it is helpful for this to be made in writing **as soon as possible** – ideally, within a matter of days or at most a few weeks as this will enable us to establish what happened more easily. Complaints should be made:

- Within 12 months of the matter which caused the problem; or
- Within 12 months of becoming aware you have something to complain about.

You should write to the Practice Manager, Karen Frank, or your practitioner if you wish to raise a concern or make a formal complaint. You may ask for an appointment with Karen Frank or your practitioner to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be helpful if you could give us specific details of what you feel went wrong and what outcome you would like.

If your concerns are difficult to put in writing we are happy to arrange for you to discuss your complaint with either a GP or the Practice Manager.

The Surgery's practice complaints procedure is part of a NHS system for dealing with complaints, which meets national criteria.

**What happens next?**

All contacts will be recorded by the Practice and used in confidence to develop our services. Whatever your concerns, please be assured that high standards of care will be provided at all times.

Your suggestions will be used to find out what you want from the services we offer and help to ensure that your views are taken into consideration.

Informal complaints will be responded to directly between yourself and appropriate members of staff, making every effort to resolve your complaint quickly. If you remain dissatisfied with the response given you may raise your concerns formally.