

PATIENT FEEDBACK, COMPLIMENTS AND COMPLAINTS FORM

Patient Details

Name:

DOB:

Address:

Please note that we can only investigate issues with patient consent. If you are completing this form on behalf of an adult (patient aged 16+), we require their consent to proceed.

ONLY COMPLETE SECTIONS 1a AND 1b IF YOU ARE MAKING A COMPLAINT

1) Summary of Feedback, Compliment or Complaint

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1a) Please can you describe how this issue may have happened?

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1b) Have you experienced this issue before?

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2) Please describe any outcomes that you would like from your feedback / complaint

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For next steps and what you can expect from us, please read the other side of this form.

Please sign to indicate your consent (signature and printed name):

If you are completing this for somebody else, please write your name and relation to patient:

FEEDBACK, COMPLIMENTS & COMPLAINTS

We encourage complaints to be directed to the provider of the care or service you wish to complain about, e.g., directly to the hospital trust if about care provided at a hospital, or to your GP if relating to care received from your practice. This will normally be the most effective method of complaining as it minimises the need for information to be passed between organisations and the time taken by this. If you feel uncomfortable or distressed about complaining directly to your healthcare provider or feel this is not appropriate for another reason, NHS West Yorkshire Integrated Care Board will receive and co-ordinate the complaint. You can contact them via:

Email: wycib.pals@nhs.net

Telephone: 01924 552150

In writing: West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield WF1 1LT

Our Aim

Our Aim is to provide the highest possible level of care to our patients. We will always be willing to hear if there is any way that you think we can improve our services and reach a positive outcome for both you and the practice. Your compliments are also very important to us as they help us to recognise things that work well at our practice, and they help our staff members to feel appreciated at work.

Making a complaint

You can write to us at reception.manorparksurgery@nhs.net or fill out this form.

When should I complain?

We hope that most issues can be resolved quickly and easily, often when they arise and with the person connected. If this is not possible and you wish to make a complaint, we would like you to let us know as soon as possible – this will allow us to establish what happened more easily. Please let us have the details of your complaint; 1) within 6 months of the incident that caused the problem; or 2) within 6 months of discovering you have a problem, provided that is within 12 months of the incident. The time limit can sometimes be extended, so long as it's still possible to investigate the complaint.

What will we do?

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. Therefore, we will acknowledge receipt of your complaint within 3 working days and aim to have investigated your complaint within 25 working days of receipt. We shall then be able to offer you an explanation in writing, and /or a conversation with the people involved.

When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

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 must know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable of providing this, or the patient can sign this form.

What you can do next

If you would like any independent support in pursuing your complaint, you are entitled to seek free assistance from the NHS Complaints Advocacy Service, who can be contacted on 0300 456 2370.

Please remember... following our formal reply to your complaint, you can discuss with us any matter you feel remains unresolved or request a face-to-face meeting. If you have received a final response from Manor Park Surgery and remain dissatisfied with the response to your complaint you have the right to raise your complaint with the Parliamentary and Health Service Ombudsman.

Telephone 0345 015 4033 **website** <http://www.ombudsman.org.uk/make-a-complaint>