**MEANWOOD GROUP PRACTICE**

**INFORMATION SHEET FOR COMPLAINANTS**

We hope that you will be satisfied with the service that you receive from the practice. If you do have a complaint or concern about the service you received from the doctor or any member of the practice staff, please let us know. We operate an informal in-house procedure to deal with your complaints and wherever possible we hope that we can resolve any complaint in the practice. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the relevant authority.

Shelli Fineberg, Managing Partner co-ordinates the complaints procedure on behalf of the Practice. She will ensure that all relevant details are recorded and arrange for the complaint to be investigated. She will always try to be available to hear a verbal complaint and we would hope to resolve any such complaints within 24 hours.

We will acknowledge a written complaint in writing within 3 working days.

We aim to investigate the complaint and report to you within 10 working days. You will be notified of any reasons for a delay and be given a revised date for the completion of the investigation.

However, if you feel too uncomfortable to complain to the service provider directly then you can make a complaint to the commissioner of the services instead. NHS services are commissioned, planned and paid for by either NHS England or Clinical Commissioning Groups (CCGs).



**Note:** if you have already complained to your service provider then the commissioner will not be able to reinvestigate the same concerns. In this case you should proceed to [stage two of the complaints process](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx#stage2).

NHS England is responsible for purchasing primary care services such as GPs, dentists, pharmacists, optical services and some specialised services, and you should contact them if you wish to complain about any of these services.

When you contact NHS England via email (england.contactus@nhs.net) ensure you state ‘For the attention of the complaints manager’ in the subject line.

**HOW TO COMPLAIN**

If you wish to make a complaint please do so 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:

1. within 6 months of the incident that caused the problem; or
2. 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 Shelli Fineberg, Practice Manager or you may ask to see her in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

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 or are under the age of 16.

**LOCAL RESOLUTION**

We hope to be able to resolve all differences by local resolution – this means that we will investigate, meet and discuss with you all your concerns and our findings in the hopes that you will be satisfied that your complaint has been dealt with in a professional and timely manner.

You may choose instead to take your complaint to NHS England: england.contactus@nhs.net

You may also like to contact the Leeds Independent Health Complaints Advocacy Service on 0113 2440606 for help. Email address: [Lihca@advonet.org.uk](https://web.nhs.net/OWA/redir.aspx?C=NXpVeu3OBUSSTIFVLVbJfGATKVMf0tFIphqeF1YqTdaeeS_2elBX4n9VwlNLBQRkgtt91m0MKoA.&URL=mailto%3aLihca%40advonet.org.uk), website [www.advonet.org.uk](https://web.nhs.net/OWA/redir.aspx?C=NXpVeu3OBUSSTIFVLVbJfGATKVMf0tFIphqeF1YqTdaeeS_2elBX4n9VwlNLBQRkgtt91m0MKoA.&URL=http%3a%2f%2fwww.advonet.org.uk%2f)

or NHS England on 0300 311 2233.

However, if we cannot reach a satisfactory outcome you may wish to refer your complaint to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033