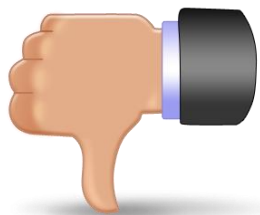


# New Southgate Surgery

## Complaints Procedure

If you are unhappy about something . .



. . we want you to tell us



Version: 04/2016

### Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- within 12 months of the incident, or
- within 12 months of you discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

#### **Send your written complaint to:**

Mrs J Leith  
Practice Manager  
New Southgate Surgery  
Buxton Place  
Leeds Road  
Wakefield  
WF1 3JQ

### What We Do Next

We will acknowledge your complaint within 3 working days, and aim to provide a more detailed response within the appropriate timescale as per the grading of the complaint. If this is not possible, we will explain to you why it cannot be handled within the appropriate timescale. When we look into your complaint we 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 does not happen again.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

You may also wish to contact the local NHS Complaints Advocacy Service; this is an independent, free and confidential service that offers support to complainants/patients when raising NHS complaints. Details can be found at [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk), or telephone 01924 787379, or e-mail: [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk). Healthwatch Wakefield are based at Unity House, Westgate, Wakefield WF1 1EP.

## If you are Dissatisfied with the Outcome . . . .

You have the right to approach the Ombudsman.

The contact details are:

**The Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP**

**Tel:** 0345 015 4033

**e-mail:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

In addition NHS England has set up a customer contact centre. They will be dealing with calls from patients and the public about issues relating to primary care, for example calls about GP Practices or registering with a dentist. For more information you can;

- Visit:  
[www.commissioningboard.nhs.uk/contact-us](http://www.commissioningboard.nhs.uk/contact-us)
- Telephone:  
0300 311 22 33
- E-mail:  
[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)