

Making a formal complaint:

Most problems can be sorted out quickly and easily at the time they arise with the person concerned directly. This is the approach many patients prefer to try first.

Where a patient has a concern that they are not able to resolve in this way and wish to make a formal complaint they should do so as soon as possible after the event.

A complaint needs to ideally include the following details:

- What happened?
- When?
- Who was involved?
- The reason that the patient feels that there was a problem or that something should have been handled differently.
- What the patient would like to happen next?

Written complaint :

Complaints may be submitted in written form, signed, and sent to the address provided below or given in at the reception desk.

Linda Golden - Practice Manager
Guiseley & Yeadon Medical Practice
17 South View Road, Yeadon, Leeds, LS19 7PS

Electronic complaints:

Guiseley & Yeadon Medical Practice do not accept emailed complaints, however feedback can be submitted electronically via our online Receptionist from 10th October 2025 onwards.

In person:

Due to having a number of sites, we do not usually have manager availability to come to speak to patients at the front desk who wish to make a complaint. We do need all complaints to be made in writing first.

If you have a disability which prevents you from being able to send a signed letter in, please contact the Advocacy People. Their numbers are on the back of this leaflet for support in alternative ways of sending in your complaint.

Timescales:

Ideally, all complaints should be submitted to the practice within a few days of the incident, as this allows us to investigate and understand what happened more effectively. However, complaints will be accepted if they are made:

- Within 12 months of the incident, or within 12 months of the patient becoming aware that they have grounds for a complaint.

Complaining on behalf of someone else:

You can make a complaint on behalf of a patient, but only if they give their consent specifically. Those who are able to access records of patients do not automatically have the right to make a complaint on the patients behalf - this needs to be specifically consented to.

To confirm this, we will require the written and signed consent of the patient themselves (where reasonably possible) to confirm that they do wish to make a formal complaint.

We also need their permission to communicate with or share information with a carer, friend, relative, etc. Medical details will usually need to be included in response letters, so we need confirmation that they confirm that they are aware of this and happy to allow others to speak on their behalf regarding the complaint. If the patient is unable to provide consent, it may still be possible to handle the complaint, depending on the circumstances.

What happens next?

The Management Team at Guiseley and Yeadon Medical Practice aims to investigate complaints as quickly as possible. Responses are typically provided in writing, so **patients should not expect a phone call before receiving the formal response in writing.**

If you require medical attention, please request a GP appointment in the usual way and do not wait for the complaints process to be completed as the investigation process and response usually takes 30 days on average.

A number of sources of information are available to assist with investigations, including telephone call recordings and audits of computerised medical records as well as statements from staff involved.

- All complaints will be acknowledged within 3 working days by either the Practice Manager **or** by other members of the Management Team in their absence.
- The practice strives to investigate complaints thoroughly and provide a detailed response. In accordance with the NHS complaints procedure, there is no set timescale for this process, and the time taken to investigate and respond may vary due to a number of factors.

When looking into a complaint the practice will attempt to see what happened and why, to understand if there is something that can be learnt from. Once the complaint has been formally investigated, the patient may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than 30 days to investigate, we will aim to let the patient know as soon as we are able to, and keep them informed as the investigation progresses.

When the investigations are complete the complaint outcome will be determined and a final response sent to the patient. Where a complaint involves more than one organisation (e.g. social services/ Pharmacy, etc) we will liaise with that organisation so that the patient will receive one coordinated reply. We may need the patient consent to do this.

What if I'm still not happy?

We will make every effort to try and resolve your complaint or concern. If you are not happy with the response you receive, please let us know as soon as possible. We can meet you to discuss the matter further or carry out more investigation.

If we can not reach a resolution with you directly after going through the formal complaints process, you may wish to explore this further with the Parliamentary and Health Service Ombudsman or NHS England for help.

Before you contact The Ombudsman and/or NHS England, please note that they would usually expect that the patient has complained directly to the practice first.

The Ombudsman can review the way your complaint has been Handled, within 12 months of the final outcome.

Ombudsman:

Website: <https://www.ombudsman.org.uk/making-complaint>

Telephone: 0345 015 4033

Leeds Integrated Care Board:

Telephone: 0113 221 7777

E-mail: leeds.complaints@nhs.net

Address: Patient Experience, Leeds Clinical Commissioning Group, Suites 2-4 WIRA House, West Park Ring Road, Leeds, LS16 6EB

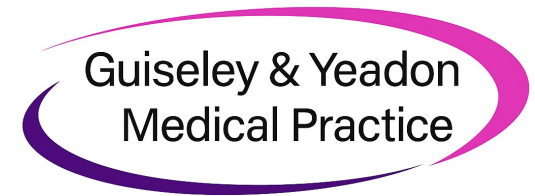
Advocacy (and help to write your complaint):

- **The Advocacy People:** 0330 440 9000 or email: info@theadvocacypeople.org.uk You can also text them on 80800 start your message with the word PEOPLE
- **Healthwatch** 0113 8980 035 info@healthwatchleeds.co.uk can help you find independent NHS complaints advocacy services in your local area.

Guiseley and Yeadon Medical Practice Complaints :

Send all written complaints to:
Linda Golden - Practice Manager

Guiseley & Yeadon Medical Practice
17 South View Road,
Yeadon, Leeds, LS19 7PS



How a patient can make a complaint

At Guiseley and Yeadon Medical Practice.

