

## Nidderdale Group Practice Complaints Policy

**Complaints Manager:** Mrs Sarah Wood, Practice Manager

### **Introduction**

If you have a concern or complaint about the service you receive from the doctors or any member of staff working in the practice please let us know. We operate a practice complaints' procedure for dealing with complaints which meets NHS standards. We welcome feedback to improve our standards and you will not be treated any differently if you have complained.

### **How to complain**

We hope that most problems can be dealt with easily and quickly at the time they arise with the person concerned. If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible because this will help us to establish what has happened more quickly. Formal complaints can be made verbally, but preferably in writing, and should be addressed to the Practice Manager or to any of the Doctors. This should be within 12 months of you discovering that you have a problem.

Complaints should be directed to:

Mrs S Wood  
Practice Manager  
Nidderdale Group Practice  
Feastfield Medical Centre  
King Street  
Pateley Bridge  
Harrogate HG3 5AT  
Tel: 01423 711369

### **What we will do**

We will acknowledge your complaint within three working days and aim to assess your complaint in the shortest timeframe possible. You may then receive a formal reply in writing or you may be invited to meet with the person concerned to attempt to resolve the issue.

When we look into a complaint we will aim to:

- Find out what happened and why
- Make it possible for you to discuss the problem with those concerned if you would like this
- Ensure that you receive an apology where this is appropriate
- See if there is anything we can learn from what went wrong
- Make sure that you receive a final response when the complaint is determined

Where the complaint involves more than one organisation, e.g. social services etc, we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this.

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

### **Complaining on behalf of someone else**

If you are making the complaint on behalf of someone else, for example a member of your family or a close friend, we will need to have written evidence that you have the permission of the complainant to make the complaint, unless you are making the complaint on behalf of your child who is under the age of 16 or on behalf of an adult who is incapable, through illness, of making the complaint themselves. This procedure enables us to act within the strict rules of medical confidentiality.

### **Complaints to NHS England**

We hope that wherever possible you will use our practice complaints procedure. However, alternatively you may contact NHS England as below.

Central Contact Centre  
NHS England  
PO Box 16738  
Redditch  
B97 9PT  
0300 311 22 33  
or email:

[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

### **Advocacy Service**

Should you require independent support and advice to make your NHS complaint, please contact Cloverleaf Advocacy, details as below:

#### **Independent Health Complaints Advocacy Service**

(Monday – Friday 9am – 5pm)

1 Devonshire Court

Green Lane Trading Estate

Clifton

York

YO30 5PQ

Telephone: 0300 012 4212

Text: 07860021502

Fax: 0300 666 0125

E-Mail: [NHSComplaints@cloverleaf-advocacy.co.uk](mailto:NHSComplaints@cloverleaf-advocacy.co.uk)

Text Service (Incoming Only): 07860 021502

Website: [www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)

## **The Ombudsman**

If you are dissatisfied with our response to your complaint you have the right to ask the Ombudsman to review your case. You can contact the Ombudsman at:

The Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Resources**

Local Authority Social Services and NHS Complaints (England) Regulations 2009

*Reviewed July 09/July 10/August 11*

*Reviewed July 12*

*Revised April 13*

*Revised August 13/next review August 14*

*Reviewed Sep 13 – next review Sep 14*

*Reviewed Aug 14 – next review due Aug-15*

*Reviewed Aug 15 – next review due Aug 16*

*Reviewed Aug 16 – next review due Aug 17*

*Revised Oct 17 - next review due Oct 18*

*Reviewed Oct 18 - next review due Oct 21*

*Revised Oct 18 - next review due Oct 21*

*Reviewed Feb 22 – next review due Feb 25*