

Useful contact details

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at **NHS Wakefield District** and can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Address: NHS Wakefield District
PALS
Freepost BRS NEA 12747
West Parade, Wakefield WF1 1LT
Tel: 0845 602 4832
Email: pals@wdpct.nhs.uk

As an alternative to complaining to the practice you may prefer to contact the PCT:

Address: Complaints Officer
NHS Wakefield District
White Rose House
West Parade, Wakefield, WF1 1LT
Email: complaints@wdpct.nhs.uk

If you are Dissatisfied with the Outcome

Independent Complaints Advocacy Services (ICAS) focuses on helping individuals to pursue complaints about the NHS. Its aim is to ensure complainants have access to the support they need to articulate their concerns and navigate the complaints system. The service can deliver advice but if the individual needs advocacy in terms of writing letters or attending meetings then the service can also provide this.

The local ICAS service can be contacted on **0300 456 8349**.

You have the right to approach the **Ombudsman**

Address:
The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank
London, SW1P 4QP
Tel: **0345 0154033**
Website: www.ombudsman.org.uk



Patient Information Leaflet

Compliments, Comments, Concerns and Complaints

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor a nurse, a receptionist or manager – but if you prefer to give your feedback in writing, please send it to the Practice Manager. You can also send us a message via the practice website or by filling in one of the forms in the waiting room and putting it in the box marked “Feedback”

The Practice Complaints Manager is:

Kathryn Wragg, Practice Manager

Developed: October 2009
Review: October 2010

If You Wish to Make a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned or advise Reception of your concerns. 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 event,
- **or** within 12 months from the date you became aware of the event

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 Kathryn Wragg at Ferrybridge Medical Centre, 8-10 High Street, Ferrybridge, WF11 8NQ or use our website www.drpinderandpartners.com

Alternatively you have the option to submit your

complaint to the Complaints Team at the PCT (for contact details see "Useful Contacts" later in this leaflet). To enable your complaint to be investigated the PCT will have to contact the practice.

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, this may be by telephone. This will enable us to discuss the complaint with you and clarify any points. It will also enable us to agree with you a timescale to respond. This may vary dependent on the amount of investigation required but we aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you 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 this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

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