COMPLAINTS PROCEDURE
PATIENT INFORMATION LEAFLET

Partners
Dr C M Shepherd
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Talk to us
Every patient has the right to make a complaint about the treatment or care they have received at Filey Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to
We hope that most problems can be sorted out quickly and easily, often at the time they arise, and with the person concerned. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Patient Engagement Officer, Gracie Davie, but note this may need to be a booked appointment.

How can I make a complaint?
We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national standards.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain online via email to hnyicb-ny.b82037.patientengagement@nhs.net, please only use this email address for complaints. If you are complaining on behalf of someone else a Third Party Complaint Form will need completing, see info below.
It will be a great help if you are as specific as possible about your complaint.

Complaining on behalf of someone else
Please note that 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 form is available at reception for completion by both the patient and their representative, this is unless the patient is incapable (because of illness) of providing this.

Time frames for complaints
Please let us know **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.
The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Patient Engagement Officer will respond within three business days to acknowledge your complaint and aim to have looked into your complaint within ten working days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints
We will investigate all complaints effectively and in conjunction with extant legislation and guidance.
When we look into your complaint, we shall 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 doesn't happen again.

Confidentiality
We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Final response
We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

I want to complain to a third-party
We believe our practice complaints process will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, if for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.

Yorkshire and Humber Integrated Care Board
Telephone: 01904 555999
E-mail: hnyicb.experience@nhs.net
Address: The Experience Team, Humber and North Yorkshire ICB, Health Place, Wrawby Road, Brigg, DN20 8GS

Advocacy support
Cloverleaf Independent Advocacy Service
Telephone: 0300 0124212
Address: Cloverleaf Advocacy, 5th Floor, Empire House, Old Wakefield Road, Dewsbury, WF12 8DJ
Email: NHSComplaints@cloverleaf-advocacy.co.uk
https://cloverleaf-advocacy.co.uk/areas/north-yorkshire

Further action
If you are dissatisfied with the outcome of your complaint from either Integrated Care Board (ICB) or this organisation, then you can escalate your complaint to Public Service Ombudsman (PSO)

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk