

Complaints

In the unfortunate event that you wish to make a complaint against the practice, we have an initial and formal procedure which is adhered to - details of which you can find below. The practice will take the following actions:

In the event of an initial complaint:

Whether your complaint is verbal, or by letter, you will be offered an appointment or receive a telephone call from Helen Kitching, our Practice Manager, to discuss your complaint and to enable her to obtain full details of your complaint and, where possible, offer an acceptable solution. In the event of needing to obtain additional information from other parties involved, a follow up procedure will be agreed upon, which may consist of a written response or follow up date for a further meeting.

In the event of a formal complaint:

The date and general nature of your complaint will be recorded in our Practice Complaints Log. You may make a genuine complaint as soon as possible after the incident and certainly within 6 months. Your complaint will be acknowledged within 2 working days of being logged.

You will be invited to meet our Practice Manager, or in his absence, her deputy or practice member of your own choosing (subject to their availability and competence to deal with the issue). A meeting will be arranged at a suitably mutually date and time. At the initial meeting, the exact nature of your complaint will be noted and the manner of any further investigation will be agreed - unless it can be easily and fully resolved at this time.

Following this meeting, you will receive a letter either summarising your complaint and the outcome of the meeting (as above, if the matter is fully resolved at this time), or inviting you and a friend / relative to another meeting within 10 working days (2 weeks) from the date of contact to discuss further findings and any action to be taken by the practice.

The aim of the second meeting is to attempt reconciliation. Its objectives will be:

- To formally summarise and clarify the exact nature of your complaint.
- To present, discuss and where possible, amicably agree the facts of the matter as seen from both sides.
- To offer you a full apology where this is thought to be appropriate.
- To detail any changes that we will try to make as a result of your complaint.
- To tell you of your further rights and actions following the meeting.
- To determine whether this matter is concluded to your satisfaction.

Following the meeting, any outstanding matters will be completed and a final letter of explanation will be sent to you within two working weeks. A copy of our letter to you and any correspondence to us will be retained as part of the log. This is confidential to the practice but may be used as part of our normal internal continuing audit procedures.

In the final letter, your views of the results of the meeting, explanation and attempts at conciliation will be sought and any further response logged.

After completion of the practice complaints procedure, if you still feel you have cause for concern, you should contact the South Huddersfield Primary Care Trust for further advice on 01484 466000.

Please note we adhere strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we need to have their written permission for you to do so.

Other organisations who may be able to help if we can not deal with your complaint to your satisfaction:

PALS

West Yorkshire Commissioning Support Unit
Douglas Mill
Bowling Old Lane
Bradford, BD5 7JR
Tel: 0800 0525 270
Email: WestYorksPALS@nhs.net
Opening times: 08.30 – 16.30

Complaints NHS England

P.O. Box 16738
Redditch, B97 9PT
Email: England.contactus@nhs.net

The Parliamentary & Health Service Ombudsman (PHSO)

Millbank Tower
Millbank
London, SW1P 4QP
Email: phso.enquiries@ombudsman.org.uk