

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 note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

COMPLAINING TO NHS ENGLAND (NHS Commissioning Board)

We hope that if you have a problem, you will use our Practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our services.

If you do not feel able to raise your complaint with us **or** you are dissatisfied with the outcome of your complaint you can contact NHS England. The helpline telephone no. is 0300 3112233 or email england.contactus@nhs.net or by post to NHS England, PO Box 16738, Redditch, B97 9PT.

Parliamentary Health Service Ombudsman (PHSO)

If you do remain dissatisfied you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure.

You can contact the PHSO, Milbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033

Independent help and support

You may also like to contact ICAT, the Independent Complaints Advocacy Team who can offer you independent help and advice in making a complaint. The telephone number to contact is 01274 770118 or by post Patient Experience Compliments, Bradford Teaching Hospitals, Duckworth Lane, Bradford, BD9 6JR

BINGLEY MEDICAL PRACTICE Canalside Healthcare Centre

2 Kingsway

BINGLEY

WEST YORKSHIRE

BD16 4RP

www.bingleymedical.org.uk

TEL: 01274 568383

FAX: 01274 510788



PRACTICE COMPLAINT PROCEDURE

**If you have a problem we
want to know about it!**

Patient information leaflet

Practice Complaints Procedure

In this practice we try to give the best possible services at all times to our patients. However things occasionally go wrong.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know.

We operate our practice complaints procedure as part of the NHS scheme for dealing with complaints.

Complaints may be made by

Letter

Telephone

Online

In person

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally, within a matter of days or at most a few weeks - as this will enable us to establish what has happened more easily. Complaints should be made;

- ◆ within 12 months of the matter which caused the problem; or
- ◆ within 12 months becoming aware you have something to complain about.

Initially, complaints should be addressed to the **Operations Manager**, or any of the doctors or Practice Manager.

The Complaints procedure will be explained to you and we'll ensure that your concerns are dealt with promptly. It would be helpful if you can give us specific details of what you feel went wrong and what outcome you would like.

What we shall do

We shall acknowledge your complaint within **three working days** and offer to discuss your concerns and agree the way forward with you. We will investigate your complaint and aim to provide you with our findings within a time frame agreed with you.

When we have looked 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 find this helpful
- make sure you receive a full explanation and an appropriate apology
- identify what we can do to make sure that the problem does not happen again, in order to improve our services