

Making a formal complaint:

Most problems can be sorted out quickly and easily at the time they arise with the person concerned directly and this is the approach many patients prefer to try first.

Where a patient has a concern that they are not able to resolve in this way and wish to make a formal complaint they should do so **in writing** as soon as possible after the event.

Complaint meetings are not arranged until the full details of the complaint has been provided by the patient in writing, as it is important to involve the relevant staff in any meetings.

A complaint needs to ideally include details of:

- What happened?
- When?
- Who was involved?
- The reason that the patient feels that there was a problem or that something should have been handled differently.
- What the patient would like to happen next

Send your written complaint to:

Miss Victoria Allen – Practice Manager

Leigh View Medical Practice, Bradford Road, Tingley, WF3 1RQ

- **Email complaints are strictly NOT permitted.** Due to patient confidentiality and concerns about internet security, we cannot accept complaints received by email, as we can't be confident that the sender is the patient themselves. All complaints need to be received in writing with the patient signature.

Timescales:

Ideally, all complaints should be sent in to the practice within a few days of the event as this helps us to establish what happened more easily. In any event, this should be: Within 12 months of the incident or within 12 months of the patient discovering that they have grounds for a complaint.

What happens next?

Leigh View Medical Practice looks to investigate complaints as soon as possible. A number of sources of information are available including telephone call recording and audits of computerised medical records as well as statements from all staff involved.

All complaints will be acknowledged within 3 working days. The practice aims to have looked into the matter thoroughly and drafted a response within 10 working days. The patient will usually receive a formal reply in writing, or 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 the patient know, and keep them informed as the investigation progresses.

When looking into a complaint the practice will attempt to see what happened and why, to understand if there is something we can learn.

When the investigations are complete the complaint will be determined and a final response sent to the patient. Where a complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that the patient will receive one coordinated reply. We may need the patient consent to do this. Where a complaint has been sent initially to an incorrect organisation, we may seek consent to forward this to the correct person to deal with.

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.

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.

What if I'm still not happy?

We will make every effort to try and resolve your complaint or concern. But if you are not happy with the response you receive let us know as soon as possible.

We can meet you to discuss the matter further or carry out more investigation. We may suggest you contact the Parliamentary and Health Service Ombudsman for help if we can not reach a resolution with you directly after going through the formal complaints process.

The Ombudsman can review the way your complaint has been handled within 12 months of the final outcome. You can contact the Ombudsman by:

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033 - Mon - Fri 8.30am to 5.30pm

Write to: The Parliamentary and Health Service, Ombudsman,
Millbank Tower, Millbank, London SW1P 4QP

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at NHS Leeds and 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

Contacting the PALS team:

Telephone: 0800 0525 270 (Mon – Fri: 8.30am to 4.30pm)

E-mail: EMBED.PALS@nhs.net

FAO PALS Officer Douglas Mill Bowling Old Lane Bradford BD5 7JR

Advocacy:

- Advonet 0113 244 0606, provides a free and confidential advice and support service to people who have a complaint regarding services provided by the NHS.

Leigh View Medical Practice's complaints manager is:

Miss Victoria Allen - Practice Manager

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& confidentiality concerns.

LEIGH VIEW MEDICAL PRACTICE

Tel: 0113 253 7628 / 9

Fax: 0113 2381286

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