

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.

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 signed, written complaint in writing to:

Miss Victoria Allen – Practice Manager

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

- **Email complaints are 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 bearing the patient's own signature. If you have a disability which prevent you from being able to send a letter in, please contact the Advocacy numbers on the back of this leaflet for support.

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 staff involved.

- All complaints will be acknowledged within 3 working days by either the Practice Manager or by the Assistant Practice Manager depending on the department/nature of the matters to be investigated.
- 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, though will sometimes receive a phone call if this is felt to be more appropriate.

The patient 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/ Pharmacy, etc) 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:

You can only complaint on behalf of a patient if they agree. To confirm this, we will require the written consent of the patient to confirm that they wish to make a formal complaint. We also need their consent to speak to and/or correspond with someone else about this matter and potentially disclose medical information. Where the patient is incapable of providing consent, it may still be possible to deal with the complaint.

What if I'm still not happy?

We will make every effort to try and resolve your complaint or concern. If you are not happy with the response you receive, please let us know as soon as possible. We can meet you to discuss the matter further or carry out more investigation.

If we can not reach a resolution with you directly after going through the formal complaints process, you may wish to explore this further with the Parliamentary and Health Service Ombudsman or NHS England for help.

Before you contact The Ombudsman and/or NHS England, please note that they would usually expect that the patient has complained directly to the practice first.

The Ombudsman can review the way your complaint has been Handled, within 12 months of the final outcome.

Ombudsman:

Website: <https://www.ombudsman.org.uk/making-complaint>

Telephone: 0345 015 4033 (Mon-Thurs 8.30am to 5pm & Fri 8.30am - 12

NHS England:

Telephone: 0300 311 22 33

E-mail: england.contactus@nhs.net

NHS England, PO Box 16728, Redditch, B97 9PT

Advocacy and help in writing your complaint:

- The Advocacy People 0330 4409000 or text people to 80800
- Healthwatch 0113 8980 035 can help you find independent NHS complaints advocacy services in your local area.

Leigh View Medical Practice's Complaints Manager is:
Miss Victoria Allen - Practice Manager

Send all written complaints to:
Miss Victoria Allen - Practice Manager
Leigh View Medical Practice,
Bradford Road
Tingley, WF3 1RQ

LEIGH VIEW MEDICAL PRACTICE

Tel: 0113 253 7628

Bradford Road
Tingley, Wakefield
West Yorkshire
WF3 1RQ

www.leighviewmedical.co.uk



How patients can make a complaint.

Patient complaints.

Last updated October 2020: