

MELTHAM ROAD SURGERY

Practice Complaints Procedure

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. Complaints should be made:

- within 12 months of the incident; or
- within 12 months of you discovering that you have something to complain about

It would be helpful if you could give us specific details of what you feel went wrong and what outcome you would like. **You do not need a special form.** Your complaint letter should include the name of the person you are complaining about (if applicable) and the date the matter occurred, as well as the account of the complaint.

We will provide you with a complaint form to register your complaint if complaining on behalf of someone else which includes a third-party authority form. Please ask at reception for this. You can provide this in your own format providing it covers all the necessary aspects. **Send your written complaint to:**

**Practice Manager
Meltham Road Surgery
9 Meltham Road
Lockwood
Huddersfield
HD1 3UP**

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days and aim to have investigated the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so and for you to receive an appropriate apology.

If the complaint involves more than one organisation, we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to escalate the matter further if you remain dissatisfied with the response.

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. Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

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 directly with the patient or may be able to deal directly with the third party, and this depends on the wording of the authority provided.

If it is not possible or you believe it is inappropriate to raise your complaint directly with the surgery, you can contact the primary care complaints team at:

Email: wycib-kirk.contactus@nhs.net

Phone: 07970 991981

Address: Floor 2, Norwich Union House, Market Street, Huddersfield, HD1 2LF

You also have the right to approach the Health Service Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

If your complaint is about an NHS service provided by an organisation outside the practice, the following information may be of help:

For complaints about Locala Services

Customer Liaison Team

Freepost Plus RSCJ-LHSU-SEGH

Locala Community Partnership CIC

First Floor, Becksides Court

Bradford

Batley

WF17 5PW

Email enquiry@locala-cic.nhs.uk or phone 01924 351531

Huddersfield Royal Infirmary

Complaints Administration

Huddersfield Royal Infirmary

Acre Street

Lindley

Huddersfield

HD3 3EA

Telephone: 01484 342825 or 342296