

MELTHAM ROAD SURGERY

Feedback & Complaints

The team at Meltham Road Surgery aim to offer a good service and we are always looking for ways to improve the services we offer to patients. Your feedback about experience at the practice is valuable to us to help us build and improve patient care. You can give feedback without making a complaint using the **Friends and Family Test** online via Patches which is an anonymous and a quick way for you to provide feedback.

You can make a complaint verbally, in writing or by email 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

Provide details of what you feel went wrong and what outcome you would like and should include the name of the person you are complaining about and the date the matter occurred, as well as the account of the complaint.

What we do next

We will acknowledge receipt within 3 working days and aim to have investigated the matter within 10 working days. Once your complaint has been investigated by our Complaint's team, you will receive a written response. 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.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you're complaining on behalf of someone else, include their written consent with your letter (if you're making your complaint in writing) as this will speed up the process.

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: wyicb.pals@nhs.net

You also have the right to approach the Health Service Ombudsman.

www.ombudsman.org.uk