

Front Street Surgery

Complaints & Comments Patient Information Leaflet

If you have a complaint or concern about the service that you have received from our practice or any of the staff working here, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

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 - because this will enable us to establish what happened more easily. Complaints should be made;

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

You should contact or write to the Practice Manager or your practitioner if you wish to raise a concern or make a formal complaint.

You should address your complaint to:

Practice Manager, Front Street Surgery, 14 Front Street, York YO24 3BZ

You may ask for an appointment with the Practice Manager or your practitioner to discuss your concerns. He/she will explain the complaints procedure to you and will make sure 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/ or 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 look 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 an appropriate apology.
- Identify what we can learn from your complaint and what we can do to make sure the problem doesn't happen again in order to improve our services.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

Patient Advice and Liaison Service (PALS)

The NHS employs over a million staff in thousands of locations. It is a large and complex organisation providing a broad range of services. It is not surprising that sometimes you or a loved one may feel bewildered or concerned when using the NHS. And this can be at times when you are feeling at your most vulnerable and anxious. So, what should you do if you want on the spot help when using the health service? The NHS expects all members of staff to listen and respond to you to the best of their ability. But sometimes,

you may wish to talk to someone employed especially to help you. The Patient Advice and Liaison Service, known as PALS, has been introduced to ensure that the NHS listens to patients, their relatives, carers, and friends, and answers their questions and resolves their concerns as quickly as possible. PALS also helps the NHS to improve services by listening to what matters to patients and their loved ones and making changes, when appropriate.

What does PALS do?

- Provide you with information about the NHS and help you with any other health-related enquiry
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

The local PALS service is based at York District Hospital. The service can be contacted on 01904 726262 or email pals@york.nhs.uk

PALS deal with concerns in relation to CCG matters and will liaise appropriately with others to resolve cases with any commissioned service. PALS will liaise with PALS colleagues across the district, for example in hospitals, and will link into complaints staff within the CCGs as appropriate. PALS will not deal with concerns raised about primary care contractors.

PRIMARY CARE – NHS ENGLAND (NHS COMMISSIONING BOARD)

In relation to issues raised or complaints about primary care, Complaints and PALS staff will encourage the patient or complainant to return to the primary care Contractor, i.e., your own GP practice. If the patient feels unable to do so they will be advised to contact the NHS England (NHS Commissioning Board).

Patients can contact NHS England by writing to;
NHS England, PO Box 16738, Redditch, B97 9PT
Or by email – england.contactus@nhs.net
Or by telephoning 0300 311 22 33

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, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033

Independent help and support

You may also like to contact ICAS, the Independent Complaints Advocacy Service who can offer you independent help and advice in making a complaint. The telephone number to contact is 0845 120 3734.