# **Introduction**

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets National criteria.

This leaflet is aimed at explaining how to make a complaint.

**Making a Complaint**

If you have a complaint or concern about the service you have received from us, please let us know.

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. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem, or within 12 months of discovering that you have a problem.

Please ask for an appointment with Reception Team Leader in order to discuss your concerns. She will make sure that your specific concerns are dealt with promptly and satisfactorily.

Written complaints should be addressed to Practice Manager Donna Shepherd.

**Written Complaints**

We will contact you on receipt of your complaint to clarify your concerns, discuss your desired outcomes, how you would like your concern dealing with and during this discussion we will agree a timescale for response. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your concerns, we shall aim to:

* Find out what went wrong
* Make it possible for you to discuss the problem with those concerned
* Make sure you receive an apology where this is appropriate
* Try and resolve the concern to your satisfaction
* Identify what we can do to make sure that the problem doesn’t happen again.

**Complaining on behalf of someone else**

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

**Complaining to NHS Hull**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the local NHS England, if you feel you cannot raise your complaint with us.

NHS England email: england.contactus@nhs.net

Tel: 0300 311 22 33

You may also like to contact the Independent Complaints Advocacy (Cloverleaf). They can be contacted at helpwithnhscomplaintshull@cloverleafadvocacy.co.uk

Tel: 0300 012 0412

If you are unhappy with the outcome of our investigation, the Parliamentary and Health Service Ombudsman is able to look into your concern. They can be contacted at Millbank Tower, Millbank, London, SW1P 4QP, Tel: 03450154033, and e-mail phso.enquiries@ombudsman.org.uk



Dr G.S. Chauhan

Dr C. Lewis

Dr P. Chawla

Dr C. V. Baranauskas

# Complaints Leaflet

We are happy to receive comments, compliments, concerns and complaints

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