
Quakers Lane Surgery

QUAKERS LANE SURGERY PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

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 the 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 the most a few weeks because this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager or any of the Doctors.

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We will aim to deal with all complaints as quickly as possible and at least by the 25th working day from the day we receive your complaint. However, if our response requires liaison with other organisations, this may delay our response to you.

We will then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we will aim to:

- Find out what happened
- Make it possible for you to discuss the problem with those concerned, if you would like to do this
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else

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

If you require any support with a complaint you can get help and advice from Cloverleaf Advocacy.

Contact details are as follows:

North Yorkshire Independent Health Complaints Advocacy Service

Cloverleaf Advocacy, 4 Devonshire Court, Green Lane Trading Estate, Clifton, York YO30 5PQ

Telephone: 0300 0124212

Text: 07860021502

Fax: 03006660125

Email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Website: www.helpwithnhscomplaintsnorthyorks.org/

Or you can contact NHS England, NHS England Yorkshire & the Humber, 3 Leeds City Office Park, Meadow Lane, Leeds, LS11 5BD, Tel 01138248149 who are also able to assist with patient complaints.

JULY 2022

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Or you can take your complaint to the Ombudsman, you can visit www.ombudsman.org.uk/make-a-complaint or call 0345 154033