

**Dr Gurjinder Randhawa** **B E E S T O N V I L L A G E S U R G E R Y**  
Partner  
**Dr John Berridge**  
Partner  
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**GENERAL MEDICAL PRACTITIONERS**

**Tel: 0113 2720720**  
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#### **PATIENT COMPLAINT FORM**

If you have a complaint or concerns with the service you have received from staff working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system which meets national criteria.

#### **HOW TO COMPLAIN**

We hope that we can sort most problems out easily and quickly preferable at the time they arise and with the person concerned.

If you wish to make a formal complaint, please do so as soon as possible, ideally within a matter of a few days. This will enable us to establish what happened more easily.

If this is not possible your complaint should be submitted within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem.

You should address your complaint in writing to the Practice Manager. Our Practice Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

#### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We keep strictly to the rules of medical confidentiality. If you are not the patient but are complaining on their behalf you must have their written permission to do so. Unless they are incapable due to illness or infirmity an authority signed by the person concerned will be needed. A Third Party Consent Form is provided below.

#### **WHAT WE WILL DO**

We will acknowledge your complaint within 3 working days and aim to have fully investigated and provide a written response within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint we will

- investigate the circumstances
- offer you the opportunity to discuss the problems if this is appropriate
- ensure you receive an apology if this is appropriate
- take steps to prevent a recurrence of the problem

You will receive a final letter setting out the result of any practice investigations

#### **TAKING IT FURTHER**

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank, London, SW1P 4QP, Tel 0345 0154033, [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

#### **You may also approach PALS for help or advice;**

The Patient Advice and Liaison Service (PALS) is based at NHS Leeds and can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide and can guide you through the different services available from the NHS. The PALS team is available Monday to Friday 8.30am – 4.30pm. They can be called free on 0800 0525 270 or e-mailed on [pals@nhsleeds.nhs.uk](mailto:pals@nhsleeds.nhs.uk)

The Independent Complaints Advocacy Service (ICAS) also supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. They can be contacted on 0845 120 3734.

#### **The practice Complaints Manager is:**

Kathy Harrison, 0113 3057809, [kathy.harrison@nhs.net](mailto:kathy.harrison@nhs.net)