

Beeston Village Surgery
Complaints Procedure

**If you are Dissatisfied with the
Outcome**

You have the right to approach the
Ombudsman. The contact details are:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

**The Leeds Independent Health Complaints
Advocacy (LIHCA) also supports patients and their
carers wishing to pursue a complaint against their
NHS treatment or care.**

They can be contacted on 0113 244 0606

The practice Complaints Manager is:
Kathy Harrison

**Also see separate
Complaints Form/Consent form
available upon request**

Making a Complaint

If you have a complaint or concerns with the service you have received from staff working in this practice, please let us know.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. **See the separate section in this leaflet.**

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Kathy Harrison, Practice Manager, Beeston Village Surgery, James Reed House, Town Street, Leeds LS11 8PN

What we do next

We look to settle complaints as soon as possible.

We will acknowledge your complaint within 3 working days and aim to have looked into the matter and provide a written response within 10 working days.

If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.

When looking into a complaint we will:-

- Investigate the circumstances
- Offer you the opportunity to discuss the problem if this is appropriate
- Ensure you receive an apology if this is appropriate
- See if there is anything we can learn from it and take steps to prevent a recurrence of the problem

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party and this depends on the wording of the authority provided.