

# **Leeds City Medical Practice**

## **PRACTICE BASED COMPLAINTS PROCEDURE**

In line with NHS policy, we offer a Practice based in-house procedure for dealing with complaints or concerns. This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us an opportunity of looking into, and, if necessary, correcting any problems that may have arisen or mistakes that have been made.

If you have a complaint, or concerns about the service that you have received from the doctors, or any other staff working in this Practice, please let us know. Alternatively, if you prefer, you can contact Leeds North & South Commissioning Group 2180 Century Way, Thorpe Park, Leeds LS15 8ZB or contact NHS England PO Box 16738, Redditch B97 9PT Tele:0300 3112233 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **Time Limits for Making Complaints**

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 you should tell us within a few days or at the most two weeks – because this will enable us to establish what has happened more easily, whilst memories are fresh.

If it is not possible to do that, please let us have details of your complaint within 6 months of the incident that caused the problem, or within 6 months of finding out that you had a problem, as long as that this is within 12 months of the incident.

### **How to Complain**

If you wish to make a complaint, as a first step, you may ask to talk to our Practice Manager, Bernie Highfield. The Practice Manager will explain the complaint procedure to you. If you then wish to take up your complaint, you may make your complaint verbally or in writing. It is often better to write down the complaint so that it can be recorded more accurately. You will need to be as specific as possible about the times, dates, people and events involved.

### **Dealing with Your Complaint**

We think that it is important to deal with complaints as quickly as possible and we will always endeavour to do this. Sometimes, there are delays in replying because the people concerned are not immediately available.

We normally acknowledge your complaint within three working days of receiving it. We then aim to reply fully within ten working days altogether. When we respond we may write a letter of explanation, or offer to meet you to discuss the complaint.

When we look into a complaint we always aim to:

- Find out what happened and what went wrong.
- Make sure you receive an apology, where this is the right thing to do.
- Identify what we can do to make sure the same problem does not happen again
- Make it possible for you to talk through the problem with those concerned, if required.

### **Consent to Complain**

We always aim to ensure that ‘patient confidentiality’ is kept at all times. If another adult wishes to make a complaint on your behalf you will need to give your written consent. You may make a complaint on behalf of a child or someone who is unable to make the complaint themselves.

### **Resolving the Complaint**

We always hope to address your concerns fully, by providing you with an explanation and a chance to discuss the action needed. At the end of any meeting, we hope that you will feel happy with the way we have handled your complaint and that you will feel that it has been resolved satisfactorily. However, there may be occasions when you are still unhappy about the complaint and at that stage you have the right to take the case up with the Health Service Ombudsman, Millbank, Tower Millbank, London SW1P 4QT, 0345 05104033.

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