

## If you are dissatisfied with the outcome

You have the right to approach the  
Parliamentary & Health Service Ombudsman.

Their contact details are:

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**30 Millbank, London SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**<http://www.ombudsman.org.uk/make-a-complaint>**

(to complain online or download a paper form)

You may also approach the ICB, Healthwatch or the  
Independent Health Complaints Advocacy (IHCA) for help  
or advice;

The local Healthwatch can be found at:

**<http://www.healthwatch.co.uk/>**

The IHCA contacted at:

**[http://www.seap.org.uk/services/nhs-  
complaints-advocacy/](http://www.seap.org.uk/services/nhs-complaints-advocacy/)**

West Yorkshire ICB - The Patient Experience

**NHS Leeds – 0113 221 7777**

**Email: [leeds.complaints@nhs.net](mailto:leeds.complaints@nhs.net)**

**Leeds City Medical Practice**

**Tel. 0113 467 7500**

**Beeston Hill**

**Community Health Centre**

**123 Cemetery Road, Leeds LS11 8LH**

**Parkside Surgery**

**Parkside Health Centre, 1<sup>st</sup> Floor, 311**

**Dewsbury Road, Leeds LS11 5LQ**



**Beeston Hill  
Parkside**

**Complaints Procedure**

**Patient Leaflet**

## Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise and we would encourage you to raise any issues you have when they occur.

If it has not been possible to resolve your complaint in this way and you 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, giving as much detail as you can. 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 becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case. 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 if that is easier for you. Please ask the Patient Care Team for this. You can provide this in your own format providing it covers all of the necessary aspects.

### Send your written complaint to:

Mr Guy Ovenden - Business Manager  
Leeds City Medical Practice, Beeston Hill Community Health Centre, 123 Cemetery Road, Leeds LS11 8LH or send by email: [bhmp@nhs.net](mailto:bhmp@nhs.net) Please clearly mark the email as a complaint for the Managers attention.

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 03003 11 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By post: NHS England, PO Box 16738, Redditch, B97 9PT

## What We Do Next

We will acknowledge receipt within three working days, and aim to provide a full response within 2 weeks where possible. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see exactly what happened and why. We always see complaints as an opportunity to see learn and will share that learning with the wider team where appropriate.

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 initially sent 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 your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

The practice Complaints Managers are:

- Guy Ovenden – Business Manager
- Rosa Tandoh – Operations Manager

## Complaining on Behalf of Someone Else

We adhere to protecting patient confidentiality at all times. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm they are unhappy with their treatment and that we can deal with you else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please contact the Patient Care Team for a Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

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