

# HAXBY GROUP PRACTICE

## PATIENT INFORMATION LEAFLET - PRACTICE COMPLIMENTS, SUGGESTIONS AND COMPLAINTS PROCEDURE

### AIMS

The Procedure aims to give:

- A clear explanation.
- An apology where appropriate.
- Reassurance that steps will be taken to prevent the same thing happening again.
- Capture useful initiatives and ideas to help improve or maintain a high standard of service.
- Acknowledge members of our team who have provided an exceptional service.

Care must be taken to ensure patient confidentiality at all times. If you have any complaint or concern about the service that you have received from the doctors or staff working at Haxby Group Practice, please let us know. We operate a practice complaints procedure as part of the NHS complaints system for dealing with complaints. This procedure meets the national criteria for the NHS.

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

- Within 6 months of the incident that caused the problem *or*
- Within 6 months of the date of discovering that you have a problem, providing that it is within 12 months of the incident.

A complainant may choose to stop the complaints process at any time. We will stop our complaints process if legal action is taken.

Please use the proformas available or write, giving as much information as possible to:

Managing Partner  
c/o Customer Service Supervisor  
Haxby Group Practice  
Haxby and Wigginton Health Centre  
The Village  
Wigginton  
YORK  
YO32 2LL

Please return completed forms in the enclosed stamped addressed envelope.

## **HOW TO MAKE A SUGGESTION OR PASS A COMPLIMENT**

Please ensure that we get the fullest possible details, preferably in writing and including your personal details. You may also contact our Patient Advice and Liaison Coordinator at the above address or telephone the Practice (01904 724600) and ask for the PALS coordinator.

Note that the PALS coordinator can also advise on a range of issues, from the services we provide to how to make with a complaint.

## **WHAT WE WILL DO**

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. We will then be in a position to offer a written explanation or a meeting with the people involved. When we look into your complaints, we aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like 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.

Unfortunately we do not have the resources to guarantee that every suggestion and compliment can be acknowledged but we may do so should the situation warrant a response.

## **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 and noting their consent will be needed, unless they are incapable (e.g. due to disability or illness) of signing this.

## **COMPLAINING TO THE PRIMARY CARE TRUST**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach the Primary Care Trust (PCT) if you feel that you cannot raise your complaint with us, *or* you are dissatisfied with the result of our investigation. You should contact York & North Yorkshire PCT Complaints Manager or PALS coordinator (Note that the Patient Advice and Liaison Service, PALS can provide information and support on a range of issues):

Telephone: 0800 5870856  
Email: [PALS@sypct.nhs.uk](mailto:PALS@sypct.nhs.uk)

or write to:  
York & North Yorkshire PCT  
Freepost  
NEA 13107  
YORK  
Y031 7ZX

## INITIAL CONTACT FORM

### HAXBY GROUP PRACTICE

**To be completed by the complainant or by a member of staff on behalf of the complainant.**

To:  Practice PALs Coordinator  
 Managing Partner

From:

Date:

#### **Complainants Details:**

Name:

Contact telephone no:

Address:

Patient's details (if different from above)

Name:

Address:

#### **PROBLEM REPORTED**

**Summary of complaint (ie: What is it that you wish to complain about?)**

**Full details of complaint**

Date:

Time:

Place:

Identify member (s) of the practice:

**Full description of events (ie: The facts and surrounding circumstances giving rise to your complaint).** Continue overleaf if necessary.

Complainant's signature:

Date:

**How was the situation left?**

Action:

Outcome:

Signed: (Member of Practice Team..... Date.....

**When the complainant is not the patient**

I, .....

hereby authorise the above complaint to be made on my behalf by

.....

and I agree that members of the practice staff or doctors may disclose (in so far only as it is necessary to do so to answer the complaint) confidential information about me which I provided to them.

Patient's signature:

Date: