



Compliments we receive are shared with the individual concerned and the whole team. This encourages us and lets us know we are providing a good service.

Comments and Concerns are treated in the same way – this is so we can learn from the information you provide us.

Complaints The first stage of the NHS complaints procedure is 'Local Resolution'. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible. If you have concerns please raise them immediately by speaking to any member of the practice eg. a doctor, nurse, receptionist or any member of the surgery team. We will always take any concerns you raise seriously and will try to resolve your concerns there and then. If you feel your concern has not been dealt with satisfactorily and you want to continue with your complaint then we will treat it as a formal complaint. To make a formal complaint you will need to complete our "Complaints Form" addressed to the Complaints Manager and either bring into the surgery by hand, post or email the form to:- b82073.complaintsmanager@nhs.net

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 you have their permission. A note signed by the person concerned will be needed, unless they are unable to do so (usually because of illness). In which case, a

decision will be made in the best interests of the person concerned.

Confidentiality

Your complaint will be treated as confidential. Only those involved and the investigator will know about it. Any paperwork will be kept separate from your medical records and your medical care will not be prejudiced.

How we manage formal complaints

The Complaints Manager will acknowledge your complaint within three working days of receiving your complaint, either by phone or letter and will discuss with you how you would like to progress with your complaint and you will be offered the opportunity to discuss your complaint in person.

If you have complained verbally, a written form of the complaint will be agreed with you. Once this has been done, your complaint will then be investigated thoroughly and discussion and agreement with you as to when you will get a response to your complaint.

We will aim to:-

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to ensure the problem does not happen again.

We hope that at the end of the process you will feel satisfied that we have dealt with the matter thoroughly.

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong sometimes, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. If you have a comment, compliment or complaint about the service you have received from the doctors or any of the staff working in this practice, please let us know.

We operate a practice comments, compliments and complaints procedure which meets NHS national criteria.

Who will respond to your complaint?

The Complaints Manager is responsible for investigating and responding to complaints. This responsibility has been delegated by Stephanie Drury, the Practice Manager Partner, who is responsible for the overall smooth running of the practice.

Note

Making a complaint will not affect your care from South Milford Surgery in any way. Our records of complaints are kept entirely separate and confidential, not as part of your medical records.

What to do if you are not satisfied

We hope that if you have a problem you will use our complaints procedure. We believe that this gives you the best chance of putting things right and an opportunity for us to improve our practice.

However, if you feel that you cannot raise a complaint with us directly, this does not affect your right to approach NHS York CCG who operate contracts for your care or NHS England.

You should contact:

NHS Vale of York Clinical Commissioning
Group
West Offices
Station Rise
YORK YO1 6GA

OR

NHS England
☎ 0300 311 2233
✉ england.contactus@nhs.net

If you have complained to us and remain dissatisfied with the result of our investigation, you may request a review of your complaint from the Parliamentary and Health Service Ombudsman which is an independent body established to promote improvements in healthcare.

You can contact the Ombudsman at:-

✉ Parliamentary & Health Service
Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

☎ 0345 015 4033

🌐 www.ombudsman.org.uk

✉ phso.enquiries@ombudsman.org.uk

Complaints about the Out of Hours Service

Any complaints about the Out of Hours Service (ie while we are closed) should be sent directly to:-

✉ Governance Department
Yorkshire Doctors Urgent Care
Maple House
Ground Floor
Clifton Park Avenue
YORK YO30 5PB

☎ 01642 733 672

✉ yduc.governance@nhs.net