

If you are dissatisfied with the outcome

If you wish to make a complaint then you may collect and complaint form from reception and address it to the Complaints Manager.

The practice Complaints Manager is **Andrea Taylor**

Alternatively, you can complain through the NHS Commissioning Board:

By post

NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT

Electronically

Electronically using the commissioning board's email address

England.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

The complaint will be noted and passed to the Complaints Manager.

Patient Advice and Liaison Service (PALS)

In the absence of an effective service from the Call Centre to issues that require intervention but are not complaints, you can contact the PALS service.

Email: NLCCG.PALS@nhs.net

Phone: 01652 251125

Post: Patient Relations, Health House, Grange Park Lane, Willerby, East Yorkshire, HU10 6DT

If you are dissatisfied with the outcome

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel 0345 0154033
www.ombudsman.org.uk

If you need any help or advice to make your complaint to the Ombudsman you can contact your local Independent Complaints Advocacy Service (ICAS). ICAS provides independent advocacy for people who have a complaint about the NHS. The service is free of charge. You can contact ICAS at:

ICAS Hull Office
The Community Enterprise Centre
Cottingham Road
Hull
HU5 2DH

Tel: 0808 802 3000

Email: hullicas@carersfederation.co.uk

West Common Lane Teaching Practice,
Dorchester Road, Scunthorpe DN17 1YH
Tel: 01724 877744 Fax: 01724 877730

West Common Lane Teaching Practice,
Ashby Clinic & Childrens Centre,
Collum Lane, Scunthorpe DN16 2SZ
Tel: 01724 742300 Fax: 01724 742311

West Common Lane Teaching Practice

Complaints Procedure

WHAT YOU NEED TO KNOW

This leaflet explains our complaints procedure and what you need to do in the event that you may wish to make a complaint.



Making a Complaint

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:

Practice Manager
West Common Lane Teaching Practice
Dorchester Road
Scunthorpe
North Lincolnshire
DN17 1YH

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. 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 what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

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

The Incident

It could be anything. Mistakes do happen and should be brought to our notice so we can try to prevent them happening again. We try to plan our services for you so that everyone gets the most benefit possible but we are always looking to see if we can do something in a better way. If you have noticed something you think we could do differently that would be better for all, or even some of our patients, please tell us.