

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Clifton Medical Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following 2 bodies:

Patient Advisory Liaison Service (PALS) for Your Area  
PALS York Hospital Wigginton Road, York YO31 8HE or phone 01904 726262 or 726263

Independent Complaints and Advocacy Service (ICAS) for Your Area 0845 120 3734 or through the Citizens Advice Bureau.

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:  
<http://www.cqc.org.uk>

## **PALS, ICAS & OMBUDSMAN**

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found **at the main entrance of York Hospital between 10:00am and 4:00pm, weekdays**. If you prefer to write, the address is PALS York Hospital Wigginton Road, York YO31 8HE, telephone 01904 726262 or 726263, or web address <http://www.pals.nhs.uk/officemapsearch.aspx>

### **INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on Please Find Details Using Web Address Below:

[http://www.pohwer.net/how\\_we\\_can\\_help/icas\\_providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.html)

### **OMBUDSMAN**

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Clifton Medical Practice

# **Feedback, Comments or Complaints Leaflet**

Dr ASC Calder  
Dr P M Ashley  
Dr D R Geddes  
Dr M A Howson  
Dr C M Coe

Tess Johnston  
Practice Manager

**Please Take a Copy  
Let the Practice know your views**

*(Revised 10.9.12)*

# LET THE SURGERY KNOW YOUR VIEWS

The team at Clifton Medical Practice aim to offer a good service – please refer to our Practice Charter Leaflet and on line leaflet. We at Clifton Medical Practice are always looking for ways to improve the services we offer to patients. We are always interested to hear feedback about your experience at the practice. This is valuable to us to help us build and improve the services we offer.

## YOU CAN TELL US ABOUT YOUR EXPERIENCES USING THE COMMENTS FORM AT THE BACK OF THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Did you have a long wait?
- Were our team helpful during your visit/phone call?

## PRACTICE COMPLAINTS PROCEDURE

We endeavour to offer the best service to all our patients. If you feel we have fallen short please feel free to discuss this with any staff member. If

the issue is not resolved to your satisfaction they will suggest you contact our Practice Manager, Tess Johnston to whom you may talk to informally discuss the problem and offer you further advice on our formal complaints procedures. If you wish to follow this please let us know as soon as possible after a problem or issue arises. If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice 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. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again.

# COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_

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Signed: \_\_\_\_\_