

MAKING A COMPLAINT

Updated May 2024

Talk to us

The Practice is committed to providing high-quality, person-centred care, and treatment that's both safe and effective.

However, we understand that there are times when things go wrong. If something goes wrong, or you're dissatisfied with what we have or haven't done, please tell us, and we'll do our best to make things right. If we can't resolve matters the way you want, we'll explain why it's not possible to do as you suggest.

Understandably, you might be upset or distressed when formally raising concerns about you or your loved one's care. Our practice team will treat you with respect and dignity throughout this emotional time. It's expected that you will show them the same courtesy.

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 resolving whatever has gone wrong and allowing us to improve our services.

It is not suitable to book a GP appointment to discuss a complaint. The appointment is not long enough and impacts on our ability to care for our patients. To avoid disappointment, and delay, please use our complaints process as details here.

The role of complaints is delegated by the GP partners to the Practice Manager. An independent Practice Manager from another practice will be arranged if required.

Our aim in handling your complaint is to resolve any issues so that we can rebuild our relationship as your GP practice.

Who to talk to

If you have any concerns, you can talk to any member of our staff initially. We will work with you to resolve the issue without any formal process. It's usually best to sort out concerns within the practice. However, if you need to make a formal complaint, you can do so through our Practice Manager.

We provide this leaflet and complaints forms on our website to help you note down your concerns. Visit the Feedback area for more information.

You can **write** to us at:

Practice Manager
Rose Medical Practice
140 Fitzwilliam Street
Huddersfield HD1 5PU

You can **email** us at:

Rosemedicalpractice.huddersfield@nhs.net

You can **call** us on 01484 500921

We try and reply to your complaint as soon as we can but, if we are not able to reply in full straight away, we will confirm receipt of your complaint within 5 working days and hope to have a full reply to you within one calendar month. If we need to liaise with other teams to investigate your concerns fully, the final reply may take longer to gather this information.

If you find it challenging to raise your concerns with us because, for example, there has been a breakdown in the patient-practice relationship, you can raise your complaint with the Integrated Care Board (ICB), who commission and pay for the NHS services you use by several avenues.

Email: atwyicb.pals@nhs.net

Telephone: 01924 552150

Please note that their team receives many telephone calls daily and may be unable to respond instantly.

In writing: West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield WF1 1LT

Please note: You cannot ask the ICB to consider the same concerns or complaints you raised with us at the practice.

More Support

An Independent Health Complaints Advocate is specially trained to help people through the NHS complaints process. It's a statutory service which means that anyone making a complaint about the NHS has a right to advocacy support. People can have help from an advocate at any point in the complaints process. To make a referral or find out more about the support they can provide, see contact details overleaf.

Appeals

If, after receiving the final reply letter, you feel that the issue has not been dealt with to your satisfaction you can request a meeting with the GP and Practice Manager to discuss it further at a convenient time.

If after this meeting you still feel that the complaint has not been brought to a satisfactory conclusion, you can write to the Ombudsman for a review of your complaint (*contact details overleaf*).

In the first instance, please address your concerns to the Practice Manager, Sally

MS SALLY OLDBURY

Practice Manager

Rose Medical Practice

140 Fitzwilliam Street

Huddersfield

HD1 5PU

Tel: 01484 500921

Email: rosemedicalpractice.huddersfield@nhs.net

CLOVERLEAF

Kirklees Advocacy Service

Phone us on 0300 012 4212 or via

email to: NHScomplaints@cloverleaf-advocacy.co.uk

Customer Information & Complaints – West Yorkshire

Integrated Care Board

West Yorkshire ICB

Complaints Team, White Rose House West Parade, Wakefield

WF1 1LT

Email: wycb.pals@nhs.net

THE PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN

Millbank Tower

Millbank

LONDON

SW1P 4QP

www.ombudsman.org.uk or

call 0345 015 4033

Take it Further

The Ombudsman is independent of the NHS and free to use. It can help resolve your complaint and tell the NHS how to put things right if it has got them wrong.

The Ombudsman only has legal powers to investigate certain complaints. You must have received a final response from the Practice before the Ombudsman can look at your complaint. Unless there are exceptional circumstances, it will generally not investigate your complaint if it happened more than 12 months ago.

This leaflet has been produced with the aid of West Yorkshire Integrated Care Board and is updated annual.

The practice reports on complaints themes and numbers annually to NHS England.

If you would like this information in another format please ask at reception.

It is available in Standard and EasyRead formats on our website:

www.RoseMedicalPractice Huddersfield.nhs.uk