

THE SPA SURGERY

Mowbray Square Medical Centre Harrogate North Yorkshire HG1 5AR

Tel - 01423 503218 E-mail spa.surgery@nhs.net

Problems and Complaints Patient Guide

We encourage you to raise a problem or complaint if you feel that the service you have received from the practice is not satisfactory.

We value our patients and the feedback we get from them, so we always take any problem or complaint seriously and view them as an opportunity to improve the service we deliver.

Our staff will be happy to help to resolve any minor problems immediately but if this isn't possible, a time will be arranged to discuss your problem further with the Patient Services Manager, Harriet Swift. We will do our best to resolve the matter for you quickly.

MAKING A COMPLAINT

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a formal complaint this should be submitted in writing as soon as possible after the event, this can be done either by post, or via e-mail, to the addresses listed in the above letter head.

This should be submitted within a few days, and be as specific as possible, as this makes it easier for us to establish what happened. If this is not possible it should be:

- Submitted within 12 months of the incident that caused the problem, or
- Within 12 months of the reason for the complaint coming to your attention

Written complaints should be addressed to the Patient Services Manager, Harriet Swift who is responsible, along with Dr Sarah Hay, for the administration of the complaints procedure.

The Patient Services Manager will explain the complaints procedure to you and will make sure that your concerns are recorded and dealt with promptly.

If you cannot, or would prefer not to, make a complaint in writing we will arrange an appropriate alternative.

Complaints will be treated with the strictest confidence within Spa Surgery.

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. Written permission from the person concerned is needed. We are also unable to discuss any complaint involving someone else without their express permission.

If they are incapable (because of illness or accident) of providing this, it may be possible to still deal with the complaint, to facilitate this please provide the precise details of the circumstances in your letter of complaint.

WHAT WE SHALL DO

Your complaint will be acknowledged in three working days, though we aim to reply as soon as possible. The investigation into the event should be completed within twenty working days, if for any reason this is not possible you will be contacted to request an extension.

When we investigate your complaint, we aim to:

- Find out what happened and why it happened
- See if there is anything we can learn from what has happened
- Make it possible for you to discuss the problem with those concerned, if you would like this.

If, through the course of the investigation, a requirement to discuss the complaint with other health care professionals involved in your care emerges, we will ask you for your consent to do this.

Once the investigation has been completed you will receive a final response, which will include:

- Details of the result of your complaint
- Advice on the next step in the process if you are not happy with the outcome
- An apology as appropriate.

Getting further help with your complaint

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 service.

If you would like more assistance, you may obtain advice and help with your complaint from the Independent Complaints Advocacy Service (ICA). Contact:
(Monday – Friday 9am – 5pm)

**Independent Health Complaints Advocacy Service,
Cloverleaf Advocacy,
5th Floor, Empire House,
Wakefield Old Road,
Dewsbury, WF12 8DJ Tel 0300 012 4212
E-Mail: NHScomplaints@cloverleaf-advocacy.co.uk**

IF YOU DO NOT WANT TO MAKE A COMPLAINT DIRECT TO THE PRACTICE:

You may not wish to discuss your complaint with the practice therefore you have the right as an alternative to complain directly to the NHS England as the commissioner of our services. You should contact the National Commissioning Board at NHS England, who will investigate your complaint for you. Please post, telephone or e-mail with details of your complaint to:

**The Complaints Manager
NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT**

Telephone: 0300 311 2233

E-mail england.contactus@nhs.net & write 'For the attention of the Complaints Manager' in the subject line

TO TAKE YOUR COMPLAINT FURTHER

If you remain dissatisfied following our response, you have the right to take your complaint to the Health Service Ombudsman. Contact details are:

**THE HEALTH SERVICE OMBUDSMAN FOR ENGLAND
11th Floor, Millbank Tower, London, SW1P 4QP
Telephone 0345 015 4033**