

Other Help/Advice

Further information can be obtained via the following website nhschoices@nhs.uk

If you feel that you would benefit from support in making your complaint please contact:

NHS Complaints Advocacy Service
Healthwatch Calderdale
Elsie Whiteley Innovation Centre
Hopwood Lane
Halifax HX1 5ER

Telephone: 01422 399433
Email: info@healthwatchcalderdale.co.uk

This service is free of charge and not part of the NHS

Other Useful tips

NHS England will require specific consent in order to investigate your / your representative's complaint. It will speed up the process if the following line is included in the letter of complaint:

"I give permission for my complaint to be shared with Stainland Road Medical Centre in order for NHS England to carry out an investigation."

If you or your representative does not want the Practice to handle your complaint

In such circumstances, please direct your complaint to NHS England.

The contact details are:

NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 03003112233
(8am-6pm mon-Fri Wed until 9.30pm)
Email England.contactus@nhs.net

If You are Dissatisfied with the Outcome of a Complaint

If, after discussing your complaint with the Practice, you are dissatisfied with the outcome you have the right to approach the Ombudsman.

The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Stainland Road Medical Centre

70 Stainland Road, Greetland, Halifax,
HX4 8BD. Tel: 01422 374109

www.stainlandroadmedicalcentre.co.uk

Complaints Procedure

Patient Information Leaflet

We hope you never have cause for complaint but if you do please follow the guidelines in this leaflet aimed at achieving quick resolution of problems.

If you require this information in an alternative format please contact the surgery on 01422 374109, by email at sr.mc@nhs.net or ask at reception.

Created Sep 2010
Reviewed April 2019

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** giving as much detail as you can.

You should make your complaint as soon as possible after the event, ideally within a few days, as this helps us to establish what happened more easily.

The period for making a complaint is:

Within 12 months of the incident,

or

within 12 months of you discovering the incident.

If you are a registered patient you can complain about your own care. You can also complain about someone else's treatment but only with their written authority. See the separate section in this leaflet.

Please send your written complaint to:

The Practice Manager

Stainland Road Medical Centre
70 Stainland Road
Greetland
Halifax
HX4 8BD

What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 5 working days, and aim to have looked into the matter within 20 working days. You will then receive a formal reply, 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 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 will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

The final response letter will include details of the result of your complaint and also your right for further discussion on the matter further if you remain dissatisfied with the response.

Where your complaint has been sent initially to an incorrect organisation we will forward to the appropriate place and inform you of the new contact details.

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. **NB** a consent form is not required for parents/guardians complaining about treatment of their child under 16.

Please ask at reception a copy of the Consent 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.

Dependant on the wording of the authority provided it may still be necessary to have some correspondence direct with the patient.