



COMPLAINTS PROCEDURE PATIENT INFORMATION

Dr C M Shepherd
Dr J M Mainprize
Dr R Ford
Dr R Sharma (Associate)
Dr D Pearson (Associate)
Dr D Wright (Associate)
Dr L Hobkinson (Associate)
Dr A Firfirey (Associate)

The Filey Surgery, Station Avenue, Filey, North Yorkshire, YO14 9AE

Tel: 01723 515666

www.fileysurgery.co.uk

Complaints Procedure — Patient Information

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national standards.

How to complain

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 complaint, we would like you to let us know **as soon as possible** - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If this timescale is not possible, then please let us have the details of your complaint either:

- within 6 months of the incident that caused the problem **or**
- within 6 months of discovering that you have a problem
- If your complaint falls outside this timescale you should state in your complaint the reasons why your complaint has not been made earlier so that we can consider all the relevant information.

Written complaints should be addressed to Mrs Carolyn Liddle, Practice Manager, or any of the doctors. Alternatively, you may ask for an appointment with the Practice Manager, or one of the Doctors in order to discuss your concerns. The complaints procedure will be explained to you and we will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible 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 we can do to make sure the problem doesn't happen again.

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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS Humber and North Yorkshire Integrated Care Board

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 practice. This does not affect your right to approach the NHS Humber and North Yorkshire Integrated Care Board, if you feel you cannot raise your complaint with us **or** you are dissatisfied with the result of our investigation.

The details for the NHS Humber and North Yorkshire Integrated Care Board are:

Telephone: 01904 555999
E-mail: hnyicb.experience@nhs.net
Address: The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg
DN20 8GS

If you wish to have help with making your complaint please contact North Yorkshire NHS Complaints Advocacy Service, details below.

Telephone: 01609 765355 - Cloverleaf Advocacy
0300 0124212 - Independent Health Complaints Advocacy
Address: Cloverleaf Advocacy, 5th Floor, Empire House, Old Wakefield Road,
Dewsbury, WF12 8DJ
Email: referrals@cloverleaf-advocacy.co.uk
NHSComplaints@cloverleaf-advocacy.co.uk