

**IF YOU ARE DISSATISFIED  
WITH THE OUTCOME**

Whilst we will do all we can to resolve your complaint in-house, if you are still unhappy with the response you receive you are entitled to escalate your complaint.

**NHS England** welcomes concerns, compliments and complaints as valuable feedback that will help the NHS learn from patients experiences and make improvements to services they commission.

The contact details are:

By post to:

For the attention of the complaints team,  
NHS England  
PO Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

You have the right to approach The Parliamentary and Health Service Ombudsman.

The contact details are:

Tel: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Huddersfield Road  
Elland  
HX5 9BA**

**Tel: 01422 374662**

Updated November 2020



**BANKFIELD SURGERY**  
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**COMPLAINTS  
PROCEDURE**

We endeavour to give you the best service possible at all times; however there may be occasions when you wish to express dissatisfaction.

The purpose of this leaflet is to explain what to do if you have a complaint about the service this practice provides for you.

We operate an in-house procedure to deal with your concerns, it does not deal with matters of legal liability or compensation.

## 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. If this is the case please ask to speak Shirley Hopkinson, our Reception Manager.

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**, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- Within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can. If you are a registered patient you can complain about your own care; you are unable to complain about someone else's treatment without their written authority, see the separate section in this leaflet.

### **Send your completed complaint form to:**

Mrs Claire Baggley  
Business Manager  
Bankfield Surgery  
Huddersfield Road  
ELLAND  
HX5 9BA

## WHAT WE DO NEXT

We look to settle complaints as soon as possible; we will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days.

You may then receive a formal reply in writing, or be invited to meet with the person(s) concerned in an 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 looking into a complaint we attempt to see what happened and why to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved, if you would like to do so.

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. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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

## 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. Please note that we are unable to discuss any issue relating to someone else without their express permission.

Once you have submitted your complaint, where your complaint is for another person we will request 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.

Even after consent has been given there may still be circumstances where we need to correspond directly with the patient, where this is the case we will let you know.