

Independent Complaints Advocacy Team

ICAT are a team of three advocates who provide support and information around raising concerns and complaints about care and treatment received by the NHS.

They are completely independent of NHS and provide impartial information, acting under your direction for your wishes.

For further information or to request support, Contact:-

Andrea Beever
ICAT Co-ordinator

01274 750784

Parkside Surgery

Practice Complaints Procedure

**Patient Liaison Officer:
Pauline Woodrow
Parkside Medical Practice
Horton Park Avenue
Bradford
BD7 3EG**

**Telephone: 01274 521111
Fax: 01274 527722**

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or are concerned about the service you have received from the doctors or any staff working at this Practice please let us know.

We operate a complaints procedure as part of an NHS system for dealing with this type of situation. Our complaints system meets national criteria. Please note that the right to complain is a 2-way process. Our staff also have the right to express grievances about patients. They can also invoke the Practice Grievance Procedure.

HELP US TO HELP YOU!

HOW TO COMPLAIN

We hope that most problems can be solved easily and quickly 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 the most a few weeks. This will enable us to establish what happened more easily. If it is not possible then please let us have details of your complaint:

- ✓ **Within 6 months of the incident that caused the problem or;**
- ✓ **Within 6 months of discovering that you have a problem provided this is within 12 months of the incident.**

In the first instance you can advise the Receptionist that you wish to make a complaint. The Receptionist will inform the Patient Liaison

Officer and you will be asked to discuss your complaint in a private room.

Or, you can make your complaint in writing to:

**Pauline Woodrow
Parkside Medical Practice
Horton Park Avenue
Bradford
BD7 3EG**

Telephone: 01274 521111

WHAT SHALL WE DO?

We shall acknowledge your complaint **within 2** working days. Each complaint is looked at individually therefore we do not have a set time scale to get back to you although you will hear from us within **the time allocated in your letter.** We will investigate your complaint and aim to provide you with our findings within a time frame agreed with you.

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 find this helpful;**
- ✓ **Make sure you receive an apology when and where this is appropriate;**
- ✓ **Identify what we can learn from your complaint and what we can do to make sure the problem does not happen again in order to improve our services.**

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of 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.

If you are dissatisfied with the outcome of your complaint you may contact NHS England via email (england.contactus@nhs.net) ensuring you state 'For the attention of the complaints manager' in the subject line.

Or write to them at:

NHS England
PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33

If you so wish, you have the right to take your complaint to an independent body which has been set up to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact the Parliamentary Health Service Ombudsman on:

Telephone: 0345 015 4033

Or write to them at:

**Parliamentary Health Service Ombudsman
Millbank Tower
Millbank, LONDON SW1P 4QP**