Moor Park Medical Practice

Practice Complaints Procedure

Complaints Manager Iswana Malik

Moor Park Medical Practice

**The Bluebell Building**

**Barkerend Health Centre**

**Barkerend Road**

**Bradford**

**BD3 8QH**

**Telephone: 01274 778400**

# 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:

The Period for making a complaint is:

1. **12 months from the date on which the event which is the subject of the complaint occurred or**
2. **12 months from the date on which the event which is the subject of the complaint comes to the complaints notice.**
3. **Complaints should normally be resolved within 6 months.**

In the first instance you can make your complaint verbally to the reception team who will try to resolve the matter. In the event that the matter can’t be resolved with the reception team or you want to escalate the matter then the you can give all the details of the complaint to the reception staff together with your name and full contact details and they will forward these in a task to the complaints manager. The complaints manager will contact you within 7 working days to discuss and try to resolve the matter. If you are not satisfied with the outcome with the Complaints Manager, then you can write to us at:

Practice Manager – Mrs Ann-Marie Rose

Moor Park Medical Practice

The Bluebell Building

Barkerend Health Centre

Barkerend Road

Bradford

BD3 8QH

# WHAT SHALL WE DO?

We shall acknowledge your complaint and look into the complaint further gathering all the facts that are available. Please note this may take some time but we will look to do this within a reasonable time frame. We shall then be in a position to offer you a written explanation. If you are not satisfied with the written explanation, then you may be offered a meeting to try to resolve the complaint.

When we look into your complaint we shall aim to:

1. **Find out what happened and what went wrong.**
2. **Listen and establish the main points of the complaint.**
3. **Discuss the problem with those concerned.**
4. **Make sure you receive an apology when and where this is appropriate.**
5. **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.**
6. **Implement changes.**

# 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 not satisfied with the outcome from the Practice, you can contact:

NHS ENGLAND (NHS E)

PO Box 16738

Redditch

B97 9PT

Tel: **0300 311 22 33**

ICAS

The Independent Complaints Advocacy Service can offer you independent help and advice in making a complaint. The telephone number to contact is.

Tel: 0808 802 3000

If you are not satisfied with the outcome of your complaint, 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