

Patient Information Leaflet – Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

HOW TO COMPLAIN

You, or your representative, can complain about any aspect of care or treatment you have received at this practice to:

- a) This practice via the Patient Services Manager by email alwoodleymedicalcentre@nhs.net or in writing: Alwoodley Medical Centre Saxon Mount Leeds LS17 5DT

or

- b) West Yorkshire Integrated Care Board: Telephone 01924 552 150, Email wycb.complaints@nhs.net or in writing: Complaints Team, West Yorkshire Integrated Care Board, White Rose House West Parade, Wakefield WF1 1 LT

WHAT WE WILL DO

We will acknowledge your complaint within three working days. At that time we will also agree a timescale with you to fully investigate your complaint. If at any point we expect it to take longer than expected, we will explain the reason for the delay. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank,
London, SW1P 4QP, Tel 0345 0154033, www.ombudsman.org.uk