

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 15 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to 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.

You can also choose to have a member of our Patient Participation Group (PPG) present at the meeting if you feel this may be helpful.

When the investigations are complete your complaint will be determined and a final response sent to you.

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.

WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH THE OUTCOME OF YOUR COMPLAINT?

If you are not satisfied with the outcome of your complaint you can write to the NHS Ombudsman:

Parliamentary & Health Service
Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk



The Ridings
Medical Group
Caring for our community

A Guide to the NHS Complaints Procedure

Patient Information Leaflet

If you would like this leaflet in another language or format (for example in large print, in Braille or on CD, please ask

www.theridingsmedicalgroup.nhs.uk

 The Ridings Medical Group
 @RidingsMedical

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.

The Practice will endeavour to resolve any informal complaints immediately or if at all possible within 24 hours. However if the complaint is not resolved to your satisfaction within that time the Practice will formally record details of your complaint and pass on details to our Business Manager who will follow the formal complaint procedure detailed below.

If you 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 establish what happened more easily. In any event, this should be: within 12 months of the incident, or within 12 months of the complaint coming to your notice, and should give as much detail as possible.

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.

CAN SOMEONE COMPLAIN ON MY BEHALF?

We keep to the strictest 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.

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.

You may also approach the East Riding Independent Complaints Advocacy for help or advice. They provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. Their contact details are:

East Riding Independent Complaints
Advocacy
Community Enterprise Centre
Cottingham Road
HULL, HU5 2DH

Tel: 0808 802 3000
Email: erica@carersfederation.co.uk

Written complaint to the Practice—any written complaint should be addressed to:

The Business Manager
The Ridings Medical Group
4 Centurion Way
BROUGH
HU15 1AY

or can be sent by e-mail direct to carolyselby@nhs.net

Written complaint to NHS England — you may choose to submit your complaint direct to:

NHS England Complaints
PO Box 16738
REDDITCH
B97 9PT

Telephone - 0300 311 22 33

E-Mail - england.contactus@nhs.net