

WHO ELSE CAN I SPEAK TO ABOUT MY COMPLAINT?

Some complaints relate to care provided by another organisation as below.

Hospitals

Any concerns relating to the care you receive as an outpatient or inpatient should be directed to the hospital. Details for the local hospital complaints teams are below:

Hull Royal & Castle Hill

<https://www.hey.nhs.uk/feedback>

North Lincolnshire & Goole

<https://www.nlg.nhs.uk/patients/experience/pals>

York & Scarborough

<https://www.yorkhospitals.nhs.uk/contact-us/patient-experience/making-a-complaint>

Ambulance service

<https://www.yas.nhs.uk/contact-us/please-tell-us-what-you-think>

Community Services (i.e. district nursing team, palliative care team)

<https://www.chcpcic.org.uk/pages/customer-care-services>

Pharmacies

Please raise directly with the pharmacy if you have any concerns. This includes Holme Pharmacy. If you are a dispensing patient, you can raise the concerns with the practice.

Please note, this list is not exhaustive.

For an independent advocacy service in the East Riding, you may wish to approach **Cloverleaf Advocacy** :

Their contact details are:

The Cloverleaf Independent Advocacy Service
Hesslewood Hall
Ferriby Road
Hull
HU13 0LH

Tel: 01482 880160

E-Mail—referrals@cloverleaf-advocacy.co.uk

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 contact the NHS Ombudsman at:

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP
Visit: www.ombudsman.org.uk
Tel: 0345 015 4033
Email: phso.enquiries@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, or Braille please ask) and we will try to accommodate you.

Please be reassured that raising a concern will not prejudice the treatment or care provided to an individual.

The complaints process is non compensatory so if you seek financial redress this is not an outcome that can be achieved.

MAKING A COMPLAINT

The Practice aims to provide the best possible care for people who use our service and their family and carers. However, sometimes, things go wrong. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this informal approach is usually the one to try first.

To raise an initial (informal) complaint, please call the practice to speak to a manager or email at theridingsmedicalgroup@nhs.net.

Whenever possible the Practice will endeavour to resolve any informal complaints either immediately, or within 24 working hours. However, if the complaint is not resolved to your satisfaction within that timescale, the Practice will pass on the details to our Complaints Officer, who will follow the formal complaint procedure detailed below.

To make a formal complaint about your own care you should do so, preferably **in writing** as soon as possible after the event, 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.

Formal complaints to the Practice can be raised by emailing or writing to the practice as follows:

Email: theridingsmedicalgroup@nhs.net

The Complaints Officer
The Ridings Medical Group
4 Centurion Way
BROUGH
HU15 1AY

You should give as much detail as possible and list the questions you would like to be answered, why you are unhappy and what you feel should be done to put things right.

Written complaint to Local Integrated Care Board (ICB) – you may choose to submit your complaint direct to:

The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg
DN20 8GS

E-Mail - hnyicb.experience@nhs.net

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 (accompanied by photographic identification) of the patient to confirm they are unhappy with their treatment and their permission to liaise with someone else about it. In certain circumstances verbal authority may be obtained (i.e. during a house visit) when the patient is in a safe environment to discuss their wishes. This will be documented. If we do not receive the complaint-specific consent form when requested within 28 days, we will mark the complaint as 'not pursued' and we will advise you of this in writing.

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 correspondence.

Once a young person reaches their 16th birthday, their consent is required for a complaint to be raised regarding their care and treatment. For children under 16, the parents/people with parental responsibility can complain in the usual way.

WHAT WE DO NEXT

We aim to acknowledge receipt of a complaint within 3 working days.

The investigation is undertaken by a GP Partner, Head of Allied Clinical services or an appropriate Senior Manager.

The timescale for concluding a formal complaint investigation is determined by the complexity of the complaint and should be concluded within 6 months. However, the practice standard is within 30 working days. 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 and to see if there is something we can learn from this. When the investigations are complete a final response letter will be sent to you. If requested, a discussion with the person investigating the complaint may be considered.

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