COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD
By post to:
The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg
DN20 8GS
***By email to*:** hnyicb.experience@nhs.net
If you are making a complaint please state: '**For the attention of the Experience Team**' in the subject line.
By telephone: **01482 957750**

PATIENT ADVISORY LIAISON SERVICE (PALS)
PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS Office is:

Selby New War Memorial Hospital
Tel: 01904 726262

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission (CQC) on 03000 616161, or alternatively visit the following website: http://www.cqc.org.uk.

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit http://www.ombudsman.org.uk where you can make a complaint online.

SR SCOTT ROAD MEDICAL CENTRE

COMPLAINTS AND COMMENTS

SCOTT ROAD MEDICAL CENTRE

GP PARTNERS

Dr Kath Hodkin

Dr Mike Jobling

Dr Jonathan Hagan

PLEASE TAKE A COPY

Revised April 2025

LET THE PRACTICE KNOW YOUR VIEWS

SCOTT ROAD MEDICAL CENTRE is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations and any ideas or suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you get through easily on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?
- Is there anything we could have done differently to make your experience better?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again.

To make a written complaint please either complete the attached form or send a written account of the problem to **Practice Manager, Scott Road Medical Centre, Scott Road, Selby, YO8 4BL**; alternatively you can email your complaint to

hnyicb-voy.scottroadmedicalmanagement@nhs.net

If you need help completing this form or writing a complaint please ask a member of staff to help; they will be more than happy to assist you.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that SCOTT ROAD MEDICAL CENTRE keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINTS AND COMMENTS FORM

When you have completed this form please detach and give to a receptionist or alternatively post to Practice Manager, Scott Road Medical Centre, Scott Road, Selby Yo84BL.

Name:	
Address:	
Telephone:	
Date of Complaint:	
Complaint Details:	

Complaint Details:

Complaint Details:	
Signed:	