In the first instance, please address your concerns to the Practice Manager, Sally Rees

Mrs Sally Rees
Practice Manager
Dr I H Glencross Surgery
140 Fitzwilliam Street
Huddersfield
HD1 5PU
Tel: 01484 500921
Fax: 01484 543372
Email: sally.rees@gp-b85058.nhs.uk

CLOVERLEAF
Kirklees Advocacy Service
9 Wellington Rd, Dewsbury WF13 1AU
Tel: 01924 438438
kirklees@cloverleaf-advocacy.co.uk

PALS
West Yorkshire Commissioning Support Unit
Douglas Mill
Bowling Old Lane
BRADFORD
BD5 7JR
Tel: 0800 0525 270
Email: WestYorksPALS@nhs.net
Opening times: 08.30 – 16.30

COMPLAINTS - NHS ENGLAND
P.O. BOX 16738
Redditch
B97 9PT
Email: England.contactus@nhs.net

THE PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN (PHSO)
Millbank Tower
Millbank
LONDON
SW1P 4QP
Email: phso.enquiries@ombudsman.org.uk

MAKING A COMPLAINT

Dr I H Glencross Surgery
140 Fitzwilliam Street
Huddersfield
HD1 5PU
01484 500921

April 2018

Data Protection Act 1998 Registration: Z4718569

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Please ask to speak to the Practice Manager or, if you prefer, put your complaint in writing for the attention of the Manager.

We would appreciate the opportunity to work with you regarding your complaint but if you prefer you may send complaints to NHS England who hold the contract for our services. *See information to the right and contact details overleaf.*

Our Process & Timescales

Complaints received in writing will be acknowledged by return letter within five working days. Further timescales will be agreed with you where possible, depending on the amount of investigation required. As a guide the response may fit into one of the following categories…

- A letter confirming receipt of your letter of complaint and explaining the actions being taken to investigate your concerns, including a suggested timescale for a full response,
- A letter explaining in full, with an appropriate apology, responding to a complaint that is believed fully dealt with,
- A letter explaining that the complaint has been passed to a different body for response. This will include the reasons for the transfer of this responsibility, the name of the person and department/authority to whom it has been transferred, and a timetable for a response from that person.

Appeals

If, after receiving the final reply letter, you feel that the issue has not been dealt with to your satisfaction you can request a meeting with the GP and Practice Manager to discuss it further at a convenient time.

If after this meeting you still feel that the complaint has not been brought to a satisfactory conclusion, you can write to the Ombudsman for a review of your complaint *(contact details overleaf).*

CLOVERLEAF - Kirklees Advocacy Service
If you need support in making a complaint please speak to Cloverleaf *(contact details overleaf).*

NHS England may can act in one of two ways:

1. by acting as "go-between" in asking the practice to investigate the problem and ensure you have a satisfactory explanation; or

2. by arranging an informal meeting between you and the practice and one of the independent lay conciliators. *(contact details overleaf)*

The Health Service Ombudsman is completely independent of both the NHS and of the Government. They can investigate complaints about NHS services and complaints about how the complaints procedure is working.

The Ombudsman does not have to investigate every complaint put to them. As a rule they take on a complaint only if it has first been through the NHS complaints procedure.

If you want advice on whether to ask them to investigate, you can telephone or write to their office. Contact details overleaf.

For further help or assistance with the complaints process please contact the Practice Manager or Patient Advice & Liaison Team *(contact details overleaf).*

The last side of this leaflet has been provided for your convenience to note down your concerns.

Name: ……

Date: / /

Complaint Details:

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