

**Care Quality Commission**

In addition to following the NHS Complaints procedures the Practice is registered with the Care Quality Commission and follows our Practice Policy under the CQC regulations of ‘Duty of Candour’.

Action steps required to meet the duty of candour which includes:

1. Act in an open and transparent way toward the relevant person (e.g.. the patient) in relation to the treatment and care provided

2. Tell the relevant person (in person) as soon as practicable of the notifiable incident, and provide support to them. The account must include all facts as known at the time of the notification

3. Tell the relevant person what further steps are to be taken, which the healthcare provider deems necessary

4. Provide a written copy of the information provided

5. Keep the relevant person informed of progress of enquiries made

6. Record all communications with the relevant person in writing and keep as records



**Patient Complaints Information Leaflet**

**North Road Suite Complaints Manager**

**Justin Wood
Assistant Practice Manager**

**North Road Suite**

**Ravensthorpe Health Centre**

**Netherfield Road**

**Ravensthorpe**

**Dewsbury**

**WF13 3JY**

**Main line: 01924 767 101**

#### **COMPLAINTS MANAGER DIRECT LINE:**

#### **Tel: 01924 846 357**

#### **(PLEASE DO NOT USE THIS NUMBER FOR NORMAL SURGERY ENQUIRIES)**

**Talk to us**

Every patient has the right to make a complaint about the treatment or care they have received at North Road Suite.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

**Who to talk to**

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Complaints Manager, Justin Wood.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England

PO BOX 16738

Redditch

B97 9PT

03003 112233

england.contactus@nhs.net

A complaint can be made verbally or in written format/letter signed by the patient. A complaints form is available from reception.

**Time frames for complaints**

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will respond to all complaints within **three business days.**

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

**Investigating complaints**

North Road Suite will investigate all complaints effectively and in conjunction with extant legislation and guidance.

**Confidentiality**

North Road Suite will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient’s healthcare record.

**Third party complaints**

North Road Suite allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third party patient complaint form is available from reception for the patient or their parent/guardian to complete and sign.

**Final response**

North Road Suite will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

Mahmood Yaqoob, Practice Development Manager can deal with initial complaints, when urgent, in the absence of the Complaints Manager.

**Advocacy support**

* POhWER support centre can be contacted via 0300 456 2370
* The Advocacy People gives advocacy support on 0330 440 9000
* Age UK on 0800 055 6112

**Further actions**

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)

Milbank Tower

Milbank

London

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk