

For advice and queries about the
NHS

**Patient Advice & Liaison Service
(PALS)**

Patient Relations
Health House
Grange Park Lane
Willerby
East Yorkshire
HU10 6DT

Tel: 01652 251125

E-mail:

ERYCCGcomplaintsandcon-
cerns@nhs.net

THE HEDON GROUP PRACTICE

At

*Market Hill House
Hedon
HU12 8JD*

Tel: (01482 899111)

and

*Chapel Lane
Keyingham
HU12 9RA*

Tel: (01964) 622706

For free help and support to make a
complaint

**Independent Complaints Advocacy
Service**

The Community Enterprise Centre
Cottingham Road
Hull
HU5 2DH

Tel: 0808 802 3000

E-mail:

erica@carersfederation.co.uk



**THE HEDON GROUP
PRACTICE**

***PRACTICE
COMPLAINTS
PROCEDURE***

*This leaflet has been produced
for the patients of the Hedon
Group Practice.*

If you have a concern or a complaint about the service you have received from the Doctors (including any Locums), the Consultants or any of the Staff working in this Practice, please let us know. Our complaints system meets with National Criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible—ideally, within a matter of days or at most a few weeks—because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident happening or of you becoming aware of the problem.

Complaints should be addressed to the Practice Manager (Gina-Marie Peckitt) or any of the Doctors. *Alternatively, you may ask to speak to, or make an appointment with Gina-Marie Peckitt, in order to discuss your concerns.* She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Alternatively, you can make your complaint to NHS National Commissioning Board. You can contact the Complaints Manager on : 0300 311 2233 or write to them at:

NHS Commissioning Board
P O Box 16738
Redditch
B97 9PT

Alternatively, you can email:
England.contactus@nhs.net.

Please write 'For the attention of the Complaint Manager' in the subject line.

WHAT SHALL WE DO

We shall acknowledge your complaint within 3 working days and will advise you how the complaint will be handled and the likely period for the investigation and response to you.

When we look into your complaint, we shall aim to:

- Investigate the complaint in an efficient and timely manner, keeping you informed of progress, as far as is reasonably practicable
- Find out what happened and what went wrong
- Make it possible for you to discuss the problems with those concerned, if appropriate
- Identify what we can do to make sure the problem does not happen again
- Upon completion of the investigation, forward a written response

If you feel that you are not satisfied with the response received, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS and their service is confidential and free.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk, or fax 0300 015 4000.

Further information about the Ombudsman is available at www.ombudsman.org.uk. The Ombudsman can be contacted at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.