

# TOLLERTON SURGERY

DR SARAH UTTING  
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PRACTICE MANAGER  
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## **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

### **How to complain**

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible 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 from the date on which the event which is the subject of the complaint occurred; or
- within 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice

Complaints should be addressed to Fiona Howell, Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with Fiona Howell in order to discuss your concerns.

### **What we will do**

We will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint, we will aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned if you would like this
- Identify what we can do to make sure the problem does not happen again.

### **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 his or her permission to do so. A note signed by the person concerned will be required, unless they are incapable (because of illness) of providing this.

### **Complaining to the National Commissioning Board**

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the National Commissioning Board, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT Telephone Number 0300 311 22 33.

If you remain dissatisfied with the response to your complaint, you have the right to contact Parliamentary & Health Service Ombudsman to review your case at the following address:

Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1 P4QP  
Telephone: 0345 015 4033  
Email: [PHSO.enquiries@ombudsman.org.uk](mailto:PHSO.enquiries@ombudsman.org.uk)  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Further addresses for advice and support**

#### **NHS Complaints Advocacy**

[www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)

Telephone: 0300 012 4212

Write: Independent Health Complaints Advocacy, Cloverleaf Advocacy, 4 Devonshire Court, Green Lane Trading Estate, Clifton, York YO30 5PQ

#### **PALS (Patient Advice and Liaison Services)**

[www.yorkhospitals.nhs.uk/contact-us/patient-experience/patient-advice-and-liaison-service-pals/](http://www.yorkhospitals.nhs.uk/contact-us/patient-experience/patient-advice-and-liaison-service-pals/)

Telephone: 0800 06 88 000 Monday to Friday 9.00am – 5.00pm

Email: [pals@york.nhs.uk](mailto:pals@york.nhs.uk)

#### **NHS Services**

[www.nhs.uk](http://www.nhs.uk)

#### **ICAS (The Independent Complaints Advocacy Service)**

[www.carersfederation.co.uk](http://www.carersfederation.co.uk)