

Taking It Further

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Should you require independent support and advice with an NHS complaint please contact:

NHS England—NHS England, PO BOX 16738, Redditch, B97 9PT or Email: england.contactus@nhs.net please write for the attention of the complaints manager in the subject line. Tel 03003112233 (mon-fri 8am-6pm, excluding bank holidays)

PALS—Patient relations provide a service for GP issues. Write to : Hambleton, Richmondshire and Whitby CCG, Patient relations, Civic Centre, Stone Cross, Northallerton, N Yorks, DL6 2UU or Tel: 01609 767607

ICA—Independent Complaints Advocacy which is free and provided by Cloverleaf Advocacy. Contact Details : Independent Health Complaints Advocacy Service, Green Lane Trading Estate, Clifton, York, YO30 5PQ Email: NHSComplaints@cloverleaf-advocacy.co.uk
Tel: 03000214212

Complaints about Primary Care can be made to the National Commissioning Board, Central Contact Centre, details are as follows:

NHS Commissioning Board

PO Box 16738

REDDITCH

B97 9PT

Tel: 0300 311 22 33

Email: nhscommissioningboard@hscic.gov.uk

The practice Complaints Manager is:

Deborah Harrison

Egton Surgery

Patient Complaints Procedure

Egton, Whitby, North Yorkshire

YO21 1TX

www.egtonsurgery.nhs.uk

Open on

Mondays, Tuesdays, Thursdays and Fridays

from 8⁰⁰ to 18³⁰, and

Wednesdays from 8⁰⁰ to 12⁰⁰

Making a Complaint

Most problems can be sorted out **quickly and easily**, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and **ideally within a few days**, as this helps us to establish what happened more easily. In any event, this should be:

Within **12 months** of the incident, or within 12 months of you discovering that you have a problem.

With your case stated clearly, giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Deborah Harrison
Egton,
Whitby,
North Yorkshire
YO21 1TX

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: (Patient only)

Date:

Patient Third-Party Consent

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the **written consent** of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Our patient Complaints Form available both in this booklet and online at www.danbysurgery.nhs.uk contains a suitable section for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their **express permission**, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party and this depends on the wording of the authority provided.

