



ESK VALLEY MEDICAL PRACTICE

Patient Complaint Form

Danby Surgery, Briar Hill, Danby, Whitby,
North Yorkshire, YO21 2PA. 01287 660739

Surgery Opening Hours

Monday, Tuesday, Wednesday, and Friday

8.00 to 18.30

Thursday 8.00 to 12.00

Egton Surgery, Egton, Whitby, North
Yorkshire, YO21 1TX. 01947 895356

Surgery Opening Hours

Monday, Tuesday, Thursday, and Friday

8.00 to 18.30

Wednesday 8.00 to 12.00

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 can provide you with a separate complaint 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
Esk Valley Medical Practice
Danby Surgery, Briar Hill,
Danby,
Whitby,
North Yorkshire
YO21 2PA

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 directly with the patient or may be able to deal directly with the third party and this depends on the wording of the authority provided.

What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within **3 working days** and aim to have investigated the matter within **10 working days**. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined, and a final response sent to you.

Where your complaint involves more than one organisation (e.g., social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to escalate the matter further if you remain dissatisfied with the response.

Patient Third-Party Consent

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

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:

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 to make your NHS complaint please contact:

Cloverleaf advocacy Tel: 0300 012 4212
Email: NHSComplaints@cloverleaf-advocacy.co.uk
Website: <https://www.cloverleaf-advocacy.co.uk/>

If you want to make a complaint about primary care services to the commissioner, you will now contact the Experience Team within NHS Humber and North Yorkshire Integrated Care Board instead of NHS England.

You can do this by:

Telephone: 01904 555999
E-mail: hnyicb.experience@nhs.net
Writing to us at: The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg
DN20 8GS

The practice Complaints Manager is:

Deborah Harrison

14.08.2023