



210 Chapeltown Road  
Leeds LS7 4HZ

☎ 0113 22 11 888

stmartinspracticeleeds.nhs.uk

## Comments/concerns, compliments and complaints

If you have a comment, compliment or complaint 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 comments, compliments and complaints procedure which meets NHS national criteria.

**Compliments** we receive are shared with the individuals concerned and the whole team. This encourages us and lets us know that we are providing a good service.

**Comments and concerns** are treated in the same way – this is so we can learn from the information you give us.

### Complaints

If you want us to formally respond to your points then we will treat it as a complaint. You can complain verbally to any member of staff, or in writing. If you wish you will be able to speak with the Practice Manager.

Whether you are complaining verbally or in writing, please let us know within few days of the incident, or becoming aware of the incident, as this will enable us to establish what happened more easily. The complaints procedure will be explained to you.

You may complain in writing to the Practice Manager or to any of the doctors.

### Confidentiality

Your complaint will be treated as confidential. Only those involved and the investigator will know about it. Any paperwork will be kept separately from your medical

records and your medical care will not be prejudiced.

### 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 you have their permission. A note signed by the person concerned will be needed, unless they are unable to do so (usually because of mental incapacity) of proving it. In which case, a decision will be made in the best interests of the person concerned.

### How we manage complaints

We will acknowledge your complaint within three working days, by phone or letter, and will agree a timescale with you within which we will respond to your complaint. We will also discuss with you how you wish your complaint to be handled and agree an investigation plan with you.

If you have complained verbally we will first agree a written form of the complaint. Once this has been done then we will then look into your complaint, and aim to:

- Find out what happened and what went wrong.
- Make it possible for you to meet and discuss the problem with those

concerned, if you wish. You are able to bring a friend to such meetings.

- Make sure you receive an apology.
- Identify what we can do to ensure the problem does not happen again.

We will then be in a position to offer you an explanation in a formal written response. However we may prefer to meet with the appropriate parties to discuss the matter in the first instance.

We aim to resolve complaints quickly and directly with those concerned.

### **Who will respond to your complaints?**

The Practice Manager, Camilla Hawkes, is responsible for investigating and responding to complaints. This responsibility is delegated to her by Dr Natasha Gordon, the GP partner who leads on Learning and Involvement.

### **Note**

Making a complaint will not affect your care from St Martin's Practice in any way. Our records about complaints are kept entirely separate and confidential, not as part of your medical records.

### **What to do if you are not satisfied**

We hope that you will use our complaints procedure. This gives us the best chance of putting things right.

Our services are commissioned by NHS England. You may choose to complain directly to them:

NHS England

☎ 0300 311 2233 📞

england.contactus@nhs.net

If you have complained to us and remain dissatisfied with the result of our investigation, you may request a review of your complaint from the Health Service Ombudsman:

✉ Parliamentary & Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

☎ 0345 015 4033 📞

ombudsman.org.uk

📞

phso.enquiries@ombudsman.org.uk

### **LIHCA**

The Leeds Independent Complaints Advocacy is a national service that exists to support patients who wish to make a complaint about their NHS care. Contact details: ☎ 0113 244 0606 📞 lihca@advonet.org.uk 📞 www.advonet.org.uk ✉ Unity Business Centre, 26 Roundhay Road, Leeds LS7 1AB

### **Complaints about the Out of Hours Service**

Any complaints about the out of hours service (i.e. while we are closed) should be sent directly to: ✉ Local Care Direct, Lexicon House, Wellington Grove, Leeds LS7 2BQ.

Services provided when we are closed are the responsibility of the commissioners, not the practice.