

UNDERSTANDING COMPLAINTS



A patient's guide to making a complaint or providing feedback.

This leaflet explains:

- How to complain
- Who to complain to
- Complaints by a third party
- Complaints made by or on behalf of a child
- What we will do
- Support Available
- Your rights
- What to do if you are still unhappy

We hope that your experience as a patient of Pelham Medical Group is a positive one, however if you feel unhappy or have a concern about the service you have received from the doctors or staff working in this practice, please let us know.

We wish to deal with all complaints as efficiently as possible and without causing you any further upset and following the NHS England Complaints Policy.

How to complain

We would like to be given the opportunity to sort out any problem as easily and quickly as possible, and usually at the time they arise. If you do have a problem whilst here in the surgery please inform the member of team you have come to see, if they cannot assist you they will arrange for the Practice Manager, to meet with you.

However, if you are unable to raise your complaint of the time of the incident please inform us as soon as you are able, ideally within a few days or at most a few weeks. This will enable us to establish what happened more easily.

If you are not able to inform us of your complaint at the time of the incident you can still complain:

- Within 12 months of an incident happening or of becoming aware of the matter complained about.

The investigation will include a full assessment and response to the concerns raised. If any errors are identified it will confirm what they were and what we may be able to do differently in the future. It will also include an apology where appropriate.

Who to complain to

Complaints should be addressed to: Practice Manager, Pelham Medical Group, Church View Health Centre, Cartergate, Grimsby, DN31 1QZ. Telephone: 01472 353303
E-mail: enquiries.pelham@nhs.net

Or through NHS Humber and North Yorkshire Integrated Care Board. You can contact them at:
Web - www.humberandnorthyorkshire.org.uk
Telephone - 01904 555999
Email - hnyicb.experience@nhs.net
Address - NHS Humber and North Yorkshire Integrated Care Board (ICB), The Experience Team, Health Place, Wrawby Road, Brigg, DN20 8GS.

Alternatively, you can raise informal concerns via North East Lincolnshire Patient Advice and Liaison Service. The Complaints team are available at:
Telephone number - 0300 3000 500
Email - hnyicb-nel.askus@nhs.net
Address – Municipal Office, Town Hall Square, Grimsby, NE Lincs, DN31 1HU.

Complaints by a Third Party

A third party may complain on behalf of someone else when; the individual has died, when the individual is a child, or when the individual is physically or mentally incapable of making a complaint.

You can request that a third party makes your complaint on your behalf; but please be aware we will require your written permission.

Complaints made by or on behalf of a child

A complaint may be made on behalf of a child where:

- There are reasonable grounds for the third party to make the complaint rather than the child
- Where the complaint is in the best interests of the child

If able to do so, a complaint may be made directly by the child.

What we will do

If the matter can be resolved quickly and at the time of the complaint, this will be done and the matters rectified, or where appropriate an apology or explanation provided.

If this is not possible then you will receive an acknowledgement within 3 working days, by letter, telephone call or e-mail. In your acknowledgement a timeframe will be set for the investigation to be completed and response sent and a lead GP named.

The investigation will include a full assessment and response to the concerns raised. If any errors are identified it will confirm what they were and what we may be able to do differently in the future. It will also include an apology where appropriate.

Support Available

If you would like assistance with making a complaint, you can receive professional support

from the Independent Complaints Advocacy Service. They are located at:

Email – nhscomplaints@cloverleaf-advocacy.co.uk
Telephone - 0303 303 0413
Address - Cloverleaf Advocacy, Suite 2.11,
Telegraph House, 80 Cleethorpe Road, Grimsby,
DN31 3EH.

Your Rights

The NHS constitution states that “any individual has the right to:

- have any complaint they make about the NHS services dealt with efficiently and have it properly investigated
- know the outcome of any investigation into their complaint
- take their complaint to the independent Health Service Ombudsman if they are not satisfied with the way the NHS has dealt with their complaint.
- Make a claim for judicial review if they think they have been directly affected by an unlawful act or decision of an NHS body.
- Receive compensation where they have been harmed by negligent treatment.

What to do if you are still unhappy

If you remain completely unhappy with the investigation or outcome and you do not feel that you can pursue this any further with the Practice or NHS England you have the right to ask the Health Ombudsman to review the matter for you.

You can contact the Ombudsman by:
Telephone helpline - 0345 015 4033 (Mon-Thu 8.30am-5.00pm & Fri 8.30am to 12.00)
Visiting: <https://ombudsman.org.uk/making-complaint>

Further Information

This leaflet is also available in large print. Please ask a member of the reception team for a copy.