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Lower Grange  
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[www.kensingtonpartnership.org](http://www.kensingtonpartnership.org)

Mughal Medical  
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Tel: 01274 504425  
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Woodroyd Medical Practice  
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Off Greenway Road  
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<b>Title:</b>	<b>Complaints Policy</b>			<b>Ref: CP</b>
<b>Prepared by:</b>	Mrs Tracy Burton	<b>Date Created:</b>	12/07/16	
<b>Responsibility:</b>	Mrs Julie Sibari	<b>Date Amended:</b>	06/11/17	<b>Version: 4</b>
<b>Who involved:</b>	All Managers	<b>Date Approved:</b>	15/06/17	<b>By: TB</b>
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<b>Lead Partner</b>	Dr S Abbas
<b>Deputy Partner at Kensington</b>	Dr S Haque
<b>Deputy Partner at Lower Grange</b>	Dr S Haque
<b>Deputy Partner at Mughal Medical Centre</b>	Dr Z Mughal
<b>Deputy Partner at Woodroyd Medical Practice</b>	Dr M Qureshi
<b>Lead Manager</b>	Mrs Julie Sibari

# COMPLAINTS POLICY

If you have a complaint or concern about the service that you have received from this Practice or any of the staff working here, please let us know. We operate a Practice complaints procedure as part of NHS criteria.

## 1. Introduction

Handling complaints well can lead to greater satisfaction and improved services for patients. At the same time we are aware that, for the practice, dealing with complaints can at times be stressful and difficult. This is why we believe that a good system for dealing with complaints, supported by all practice staff is very important. Everyone working in the practice needs to understand the procedure.

Comments and suggestions are valuable too. Patients often have good ideas about ways of improving things that we are too close to the work to see for ourselves. You are most welcome to pass your comments and suggestions to us by filling in the comments and suggestions form and dropping it in the comments and suggestions box placed in the waiting area.

Occasionally, you may even be able to prevent a complaint. For example, if during or after your contact with a patient, you think he or she is dissatisfied with the service provided, please notify the Practice Manager at your site (or one of the other Practice Managers if there is no Manager available at your site) who will administer the complaints procedure. This will allow a member of staff to contact the patient, if appropriate, before he or she decides to make a formal complaint.

## 2. Objectives

The objectives of our system are to:

- Enable patients to express comments, suggestions and complaints to the practice when they feel dissatisfied with the service provided
- Provide patients with an explanation of what has happened and, where appropriate, an apology and an assurance that we have taken steps to prevent the problem recurring, where this is possible.

### **3. How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible ideally within a matter of days, or at most, a few weeks 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 of the incident that caused you the problem: or
- Within 12 months of becoming aware that you have something to complain about.

Complaints should be addressed to the relevant Practice Manager.

- For complaints relating to Kensington Street Health Centre or Lower Grange Medical Centre – complaints should be addressed to Indira Rani-Bhatti, Kensington Partnership, Kensington Street Health Centre, Whitefield Place, Bradford, BD8 9LB.
- For complaints relating to Mughal Medical Centre – complaints should be addressed to Julie Sibari, Mughal Medical Centre, 55 Ivanhoe Road, Bradford, BD7 3HY.
- For complaints relating to Woodroyd Medical Practice - complaints should be addressed to Tracey Burton, Woodroyd Medical Practice, The Woodroyd Centre, Woodroyd Road, Bradford, BD5 8EL.

Alternatively you can address a complaint 'FAO The Practice Manager' and hand it in to any of our receptionists.

You may ask for an appointment with the Practice Manager, in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### **4. Contact with people who make a complaint**

While your Practice Manager will be responsible for administering the complaints system, any member of the team may find he or she is the first point of contact for someone who wishes to complain. All members of staff should be familiar with the content of the practice complaints leaflet, and copies should be available for you to give to patients.

Dealing with people who are distressed or angry is not easy – first contact in these situations is very important. Points to remember are:

- Help the person feel relaxed. It is important that he or she realises that the complaint will be dealt with professionally and sympathetically
- Give the impression that the procedure we have set up is for patients' benefit and that we regard responding to complaints as part of good management;
- Offer a private place in which to talk about the problem

- If the person is upset, angry or nervous, be calm yourself. Do not be antagonistic – try to empathise;
- Listen carefully in order to establish the facts;
- Always give the person a copy of the practice complaints leaflet
- Make a detailed and dated note of what the patient says and your response, if not during the meeting, immediately afterwards;
- Do not offer any explanation at this stage, as the matter has yet to be investigated.

## **5. What we shall do:**

We shall acknowledge your complaint within three working days, and offer to discuss your concerns with you to agree the way forward if we haven't already. We will investigate your complaint and aim to:

- Find out what happened and what went wrong.
- Arrange for you to discuss the problem with those concerned where appropriate.
- Make an apology to you, where appropriate.
- Identify what we can do to ensure the problem doesn't happen again.
- Once all the facts have been established we will write out our findings.

## **6. Review Meeting**

We shall look back periodically to see what people have complained about or commented on, whether complaints have led to improvement in patient services, or whether there is further action we should take. We shall also review the way the complaints system itself is working. We welcome comments from staff on the operation of the system at any time.

## **7. Complaining on behalf of somebody else:**

Please note that we keep patient information strictly confidential.

If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are unable (due to illness) to provide this (see appendix 2).

If a face to face meeting is required we will complete a complaint interview sheet (see appendix 1).

## Patient Advice

### ***West Yorkshire Patient Advice and Liaison Service (PALS)***

The NHS employs over a million staff in thousands of locations. It is a large and complex organisation providing a broad range of services. It is not surprising that sometimes you or a loved one may feel bewildered or concerned when using the NHS. And this can be at times when you are feeling at your most vulnerable and anxious.

So, what should you do if you want on the spot help when using the health service? The NHS expects all members of staff to listen and respond to you to the best of their ability. But sometimes, you may wish to talk to someone employed especially to help you. The Patient Advice and Liaison Service, known as PALS, has been introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible.

PALS also helps the NHS to improve services by listening to what matters to patients and their loved ones and making changes, when appropriate.

### **What Does PALS Do?**

- Provide you with information about the NHS and help you with any other health-related enquiry
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

The West Yorkshire PALS service is part of the NHS Bradford District and City CCGs and is based at Douglas Mill, Bowling Old Lane, Bradford, BD5 7JR. The service can be contacted on 0800 0525 270 or email [WestYorksPALS@nhs.net](mailto:WestYorksPALS@nhs.net)

You can also contact the Patient Support Manager on 01274 237562 or email [BradfordCCGsPatientSupport@bradford.nhs.uk](mailto:BradfordCCGsPatientSupport@bradford.nhs.uk)

West Yorkshire PALS deal with concerns in relation to CCG matters and will liaise appropriately with others to resolve cases with any commissioned service. PALS will liaise with PALS colleagues across the district, for example in hospitals, and will link into complaints staff within the CCGs as appropriate. West Yorkshire PALS will not deal with concerns raised about primary care contractors.

### **Primary Care – NHS England (NHS Commissioning Board)**

In relation to issues raised or complaints about primary care, Complaints and PALS staff will encourage the patient or complainant to return to the primary care contractor, i.e. a GP practice. If the patient feels unable to do so they will be advised to contact the NHS England (NHS Commissioning Board).

Patients can contact the NHS England by writing to;

NHS England, PO Box 16738, Redditch, B97 9PT

Or by email – [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Or by telephoning 0300 311 22 33

### **Parliamentary and Health Service Ombudsman**

The Ombudsman service investigates complaints where individuals have been treated unfairly or have received poor service from government departments, other public organisations and the NHS in England. Telephone Helpline: 0345 015 4033

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **NHS Complaints Advocacy**

The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS). Telephone Helpline: 0300 330 5454

<http://nhscomplaintsadvocacy.org/>

### **ICAT – Independent Complaints Advocacy Team**

If you would like the independent help and support in making a complaint, you can contact ICAT. ICAT is an independent organisation and is not part of the NHS. You can write to ICAT, Rooms 21-29, 1st Floor, The Tradeforce Building, Cornwall Place, Bradford, BD8 7JT, Telephone: 01274 750784

### **Patient Participation Group:**

You can also help us to improve our service by joining our Patient Participation Group (PPG) or by visiting the NHS Choices website

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42495>. You can also fill in a suggestion/comments slip and put in it the box in the waiting area. We discuss any proposals for change with our PPG members.

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## COMPLAINTS – INTERVIEW SHEET

Date: \_\_\_\_\_

Name of person interviewed: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of interviewer: \_\_\_\_\_

Comments: \_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Content agreed with person interviewed;

Signed: \_\_\_\_\_ (Interviewee)

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## CONSENT FORM

### Where the complainant is not the patient

I [insert name of patient] \_\_\_\_\_ authorise the complaint set out  
overleaf to be made on my behalf by [insert name of complainant] \_\_\_\_\_  
and I agree that the practice may disclose to [name of complainant] \_\_\_\_\_  
(only in so far as is necessary to answer the complaint) confidential information about me  
which I provided to them.

Patient's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name and Address: \_\_\_\_\_  
\_\_\_\_\_



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## NHS Patients Complaints Procedure

We operate a practice Complaints Procedure as part of the NHS system for dealing with patient complaints. Our system meets national criteria.

Our practice complaints leaflet gives details of the procedure and is available from Reception.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. We do welcome any comments, suggestions or complaints about our services.

Help us to help you.

Thank you

Dr A Bavington, Dr S Haque, Dr S A Abbas,  
Dr U Saeed Dr Z Mughal, Dr M Qureshi, Dr K Zia