



KENSINGTON PARTNERSHIP COMPLAINTS PROCEDURE



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.

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. 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 Practice Manager. Alternatively 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.

KENSINGTON PARTNERSHIP; Whitefield Place BD8 9LB Tel: 01274 499209
LOWER GRANGE MEDICAL CENTRE; The Square, Charteris Road, BD8 0QN Tel: 01274 881646
MUGHAL MEDICAL CENTRE; 55 Ivanhoe Road, BD8 3HY, Tel: 01274 504425
WOODROYD MEDICAL CENTRE; Off Greenway Road, West Bowling, BD5 8EL, Tel: 01274 377712



COMPLAINING ON BEHALF OF SOMEONE ELSE:

Please note that we are strictly confidential. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A written consent signed by the person concerned will be needed, unless they are incapable (because of illness) providing this.

WHAT WE SHALL DO:

We shall acknowledge your complaint within two working days, investigate your complaint and aim to provide you with a written response within ten working days of the date when you raised it with us. We can offer a meeting with the people involved if this would be helpful.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure that you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

PATIENT ADVICE AND COMPLAINTS SERVICE

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 especially difficult 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 combined with the Complaints Team to form a 'Patient Advice and Complaints Service' and is here 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.

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



WHAT DO PATIENT ADVICE AND COMPLAINTS 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 service can be contacted on 01274 251440 or email advice.complaints@bdct.nhs.uk

There is also a complaints and feedback system through NHS Bradford City CCG which is based at Scorex House (West) 1, Bolton Rd. Bradford BD1 4AS .

You can also contact the Patient Support Manager on 01274 237290 or email at communications@bradford.nhs.uk

OTHER USEFUL CONTACTS

PRIMARY CARE–NHS ENGLAND (NHS COMMISSIONING BOARD)

In relation to issues raised or complaints about primary care, Patients Advice and Complaints 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

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.

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

Telephone Helpline: 0345 015 4033

<http://www.ombudsman.org.uk/make-a-complaint>

www.ombudsman.org.uk

IHCA– INDEPENDENT HEALTH 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/>

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.

