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

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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>	20/12/19	<b>Version: 7</b>
<b>Who involved:</b>	All Managers	<b>Date Approved:</b>	15/06/17	<b>By: TB</b>
<b>Frequency:</b>	Annually	<b>Review Date:</b>	Dec 2020	

<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 U Saeed
<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 managers if not available who will administer the complaints procedure. This will allow Debra to contact the patient, if appropriate, before he or she decides to make a 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' 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 Complaints Manager Mrs Julie Sibari. 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.

#### **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)

## **OTHER PLACES TO COMPLAIN:**

### **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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## 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 I Rashid, Dr K Zia**

## **Quick Patient Guide to Complain**

We like to make it as easy as possible for patients to complain and therefore below are the 3 easy ways to complain if you have the need to.

- **Letter** – you can put your complaint in writing for the attention of the Practice manager and either drop or post into surgery. We will acknowledge your complaint within 2 days and hopefully resolve there and then. If investigation is required we will let you know and respond as soon as it is complete.
- **E-Mail** – you can email on the nhs secure emails as follows:

**Kensington Partnership – [b83052.kensingtonstr@nhs.net](mailto:b83052.kensingtonstr@nhs.net)**

**Again we will acknowledge your complaint within 2 days and hopefully resolve there and then. If investigation is required we will let you know and respond as soon as it is complete.**

- **Over the phone** – you can call and ask for a call back from a member of management. Please leave your name, contact telephone number and brief reason of complaint.

**You will receive a call back within 48 hours.**