

# YORK MEDICAL PRACTICE

## Feedback and Complaints Policy

### 1. Patient Feedback

At our practice, we value patient feedback as it helps us continue to improve the care and service we provide.

- Feedback is welcomed verbally or in writing. You can do this by asking reception for our practice email address.

### What Happens with Your Feedback?

- Thanks and praise will be passed on to the relevant staff member or team.
- Suggestions will be discussed at staff meetings and, where appropriate, with our Patient Participation Group (PPG).

### 2. Complaints Procedure

We aim to resolve all complaints promptly, fairly, and confidentially.

#### a. Making a Complaint

- We encourage you to speak directly with Lucy Hunt, the Patient Service Manager who may be able to resolve the issue informally.
- All formal complaints will be:
  - Logged
  - Acknowledged within three working days
  - Investigated, with the outcome shared verbally, in writing, or via email
- A complaints form is available at Reception, should you wish to use it.

#### b. Who Handles Your Complaint?

- Administrative complaints will be handled by Lucy Hunt the Patient Service Manager
- Clinical complaints or those about clinicians will be reviewed by the Complaints Partner – Dr Watts or another GP partner.
- Complaints may be reviewed during regular practice meetings to help improve services.

#### c. Clinical Complaint Process

- Dr Watts (or another partner, if necessary) will:
  - Investigate the complaint
  - Speak with the clinician(s) involved
  - Review medical records (if required)
- You will be kept informed throughout the investigation.
- If your complaint is about Dr Watts, it will be handled by another GP partner to avoid any conflict of interest.


#### d. Legal Concerns

- If the complaint raises legal concerns, the practice may seek advice from the Medical Defence Society or a relevant authority.

#### e. Independent Help

If you would like to speak with someone **independent of the practice**, you can contact:

**Richmond PALS (Patient Advice and Liaison Service)**

 **020 8734 3001**

 **richmondpals@nhs.net**

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If the complaint remains unresolved, you may contact:

**Parliamentary and Health Service Ombudsman**

 **0345 015 4033**

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

### Practice Review Process

- The practice holds regular meetings to discuss significant events and complaints.
- Outcomes are used to improve service quality and patient safety.