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
 - o 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:
 - o 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.

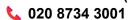
d. Legal Concerns

• 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)



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

Practice Review Process

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