

YORK MEDICAL PRACTICE

Complaints & Feedback

1 FEEDBACK

We actively seek our patients' help in continuing to provide the best possible service and your feedback would be welcomed whether given verbally, in writing or by email at swlicb.ypinfo@nhs.net

- Thanks and praise will be passed on to the individual staff members and their team.
- Suggestions will be discussed at our Staff Meetings and where appropriate with our Patient Participation Group (PPG).

If you wish to make a complaint we kindly ask you to follow our Practice procedure below.

2 COMPLAINTS:

Most complaints can be resolved by discussing the problem with the Practice Manager who will try to resolve the problem there and then. When we receive a complaint the Practice Manager or the Practice's representative will log it and acknowledge it within three working days. We will investigate the matter and we will tell the Patient of the outcome verbally, in writing or by email. If the matter cannot be resolved the Patient can take it further by writing to or emailing the Practice. There is also a complaints form at Reception, also overleaf.

If the complaint is about an administrative matter the Practice Manager will investigate it and will tell the Patient of the outcome verbally, in writing or by email.

If the complaint is about a Clinician or about a clinical matter it will be dealt with by the Practice Partners. The Practice holds regular meetings and complaints can be discussed then. The complaint will be investigated, discussed with the clinician(s) involved, and if necessary the medical notes will be consulted.

If the complaint appears to be a legal matter we may need to seek advice from the Medical Defence Society or other appropriate authority.

If the complainant would like to speak to someone independent of the Practice they can talk to the) by phone: 0800 026 6082 or via email: contactus@swlondon.nhs.uk
We would hope to resolve the problem locally but if the matter remains unresolved the complainant can contact the independent [Parliamentary and Health Service Ombudsman](#) to ask them to consider the complaint. Their telephone number is 0345 015 4033. The website is www.ombudsman.org.uk.

The practice conducts regular meetings related to significant events and complaints. Information regarding complaints logged may be discussed in these meetings.