

Jorvik Medical Practice
Woolpack House
The Stonebow
York
YO1 7NP

Tel: 01904 724 343
Fax: 01904 633 881



South Bank Medical
Centre
175 Bishopthorpe Road
York
YO23 1PD

Tel: 01904 724 343
Fax: 01904 672 938

www.jorvikmedicalpractice.co.uk

PATIENT INFORMATION LEAFLET

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure according to NHS guidance for dealing with complaints.

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 verbal or written 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 from the date on which the event which is the subject of the complaint occurred; or
- within 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice

Complaints may be received either verbally or in writing and must be forwarded to the Practice Manager Mrs. Dana Homer. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days. Where the complaint is made verbally a written record will be taken and a copy will be sent to you. You will be offered a meeting with Mrs. Homer to discuss the complaint. The aim of the meeting will be to reach an agreement of how you wish to have your complaint handled, to agree a timescale and explanation of the next steps. Ideally, the outcome of your complaint can be dealt within ten working days after the discussion with Mrs. D. Homer. If we cannot provide you with an explanation within 10 working days we will send you an update and an estimate timescale.

| DR DAVID S. FAIR | DR DAVID C. HARTLEY | DR JULIA M. ALEXANDER | DR W. JOHN LOCKETT |
DR NICOLA J. GILL | DR ANTHONY C. PEGRUM | DR J. BENJAMIN SHORTEN | SALARIED GP DR
RACHEL GRAINGER | PRACTICE MANAGER MRS DANA HOMER

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Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A consent form has to be signed by the person concerned, unless they are incapable (because of their illness) of providing this.

Complaining to the North Yorkshire & York Primary Care Trust

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice procedures. This does not affect your right to approach the Primary Care Trust, if you feel you cannot raise your complaint directly with us.

You should contact:

Jane Lister
Complaints Manager
North Yorkshire and York Primary Care Trust
The Hamlet
Hornbeam Park
Harrogate HG2 8RE
Tel. 0800 068 8000

If you remain dissatisfied with the response to your complaint, you have the right to contact Parliamentary & Health Service Ombudsman to review your case at the following address:

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1 P4QP
Telephone: 0345 015 4033
Email: PHSO.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

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