

Health Services Ombudsman

The Health Service Ombudsman will only investigate complaints that have not been resolved at local resolution by the Worcestershire NHS Trust.

Requests for investigation should be made as soon as possible after the complaints procedure has been exhausted and should include relevant correspondence with the Practice/Trust.

The Ombudsman will also investigate if you are dissatisfied with the way that your complaint was managed: The address is:

Health Service Ombudsman for England
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033

The Ombudsman also investigates complaints about NHS Trusts, Dentists, Pharmacists or Opticians providing an NHS service locally.

NHS Constitution

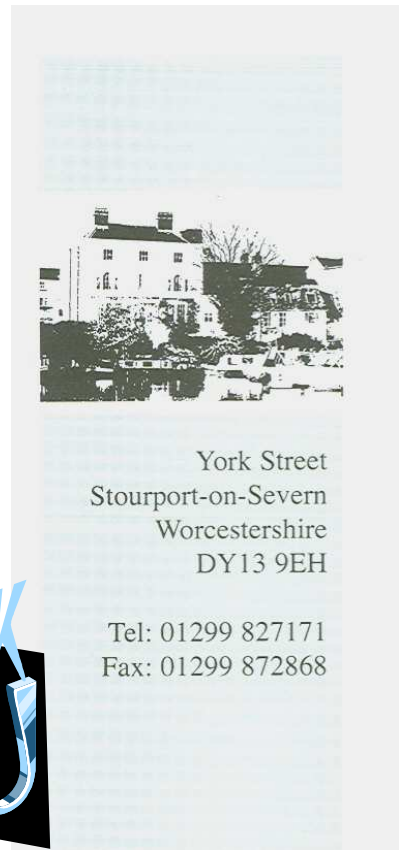
Rights

- You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- You have the right to take your complaint to the independent Health Service Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS.

Pledges

- The Practice commits to ensure you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and the fact that you have complained will not adversely affect your future treatment.
- The Practice commits, when mistakes happen to acknowledge them, apologise, explain what went wrong and put things right quickly and effectively.
- The NHS commits to ensure that the organisation learns lessons from complaints and uses these to improve Patient services.

Find out more about the NHS Constitution at www.dh.gov.uk/en/Healthcare/NHSConstitution



**Compliments,
comments and
complaints**
A guide for patients,
relatives and carers

Commitment by the Practice

The staff in our Practice are committed to providing safe and high quality care to all patients. On any occasion where you are dissatisfied with any aspect of care or treatment we will:

- Work with you to understand your concerns and seek to resolve the complaint to your satisfaction
- Involve you in decisions about how your complaint is to be handled including the timescales for providing you with a response
- Where a mistake or error has been made this will be acknowledged and you will receive an apology and explanation of what went wrong and what has been done to ensure that it does not recur.

Compliments, comments and complaints

If you have any questions about this leaflet or the service you have received, please contact the Surgery on 01299 827171. When you contact us it would be helpful if you could provide us with your full name, address, date of birth and computer identity number (if known).

We welcome any suggestions, which you feel would add to the comfort and wellbeing of those in our care. We recognise the value that complaints, suggestions and constructive criticism, as well as compliments, can provide. This will assist us in maintaining and developing a better quality and a higher standard of health care for our patients

If you wish to compliment, comment or complain about the service provided by York House Medical Centre please write to:

The Practice Manager
York House Medical Centre
21 York Street
Stourport on Severn
Worcs

A complaint should be made as soon as possible after the event, no later than 12 months, or the date when you became aware of the problem (if later).

When someone other than the patient complains, the Practice must ensure that the patient's explicit permission is obtained prior to any information being provided to the complainant.

The Practice has a standard form, which must be signed by the patient or the next of kin (for deceased patients) authorising the Practice to respond to the named complainant.

It may be necessary to disclose information from medical records to anyone involved in investigating the complaint to enable them to respond to the concerns raised.

Permission to disclose information will be sought from the patient or their authorised representative.

You can also write to:

Patient Relations Manager
NHS Worcestershire
Ground Floor, West Wing
Wildwood
Wildwood Drive
Worcester WR5 2LG

Patient Advice and Liaison Service

If you prefer to raise your concerns initially with someone who has not been involved in your care, you can contact our Patient Advice and Liaison Service (PALS) on freephone 0800 917 7919 or email pals@worcestershire.nhs.uk. PALS offers an informal and confidential advice, support and information service and will try to help sort out problems quickly on your behalf. If PALS cannot resolve your concerns, they can give advice about making a formal complaint.

Independent Complaints and Advocacy Service (ICAS)

The Independent Complaints and Advocacy Service (ICAS) POhWER, can provide complainants with free and confidential advice and support through the complaints process.

POhWER ICAS
County Buildings
St Mary's Street
Worcester
WR1 1LT

Telephone: 0845 337 3056

Fax: 0845 337 3057

e-mail: pohwericas@pohwericas.net