

# Leyburn Medical Practice – complaints procedure

If you have a complaint or concern about the treatment you have received from the doctors or any of the staff working at this practice, please let us know.

## 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 complaint, we would like you to let us know as soon as possible, ideally within a matter of days, 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 6 months of the incident which caused the problem or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Stephen Brown, Managing Partner, in the first instance. Complaints can be sent in the post or emailed to [leyburnsurgery@nhs.net](mailto:leyburnsurgery@nhs.net). Alternatively, you may ask for a telephone appointment with a appropriate member of the management team in the first instance to discuss your concerns. They will explain the procedure to you and make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible.

## What we will do

We will acknowledge your complaint within 2 working days and aim to have investigated it within 10 working days of the date you raised it with us. We will by then be able to offer you an explanation or a meeting with the people involved. When we investigate your complaint, we shall aim to:

- Find out what went wrong
- Make it possible for you to discuss the problem with those concerned, if you wish to do this
- Make sure you receive an apology if this is appropriate
- Identify what we can do to ensure the problem doesn't happen again.

## Complaining on behalf of someone else

Please note that we strictly observe the rules of confidentiality. If you are complaining on behalf of someone else, we need to know that you have their consent to do so. A note signed by the person concerned will be required unless they are incapable of providing this through illness.

## Care Quality Commission

Leyburn Medical Practice are registered with the Care Quality Commission to provide healthcare services. You can raise any concerns with them by telephoning 03000 616161, emailing them at [enquiries@cac.org.uk](mailto:enquiries@cac.org.uk) or using the online found on their website <http://www.cqc.org.uk/public>.

## Unresolved issues

If, after following all possible avenues, you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. This is an independent body established to investigations into complaints about UK government departments and their agencies, and the NHS in England – and help improve public services as a result. You can contact the Ombudsman on 0345 015 4033, or write to them at The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, or visit their website at <http://www.ombudsman.org.uk/index.html>.

## Persistent and unreasonable complainants

Leyburn Medical Practice recognises that it is the right of every individual to pursue a complaint. However, there are times where nothing further can reasonably be done to assist a caller or complainant to rectify a real or perceived problem. On rare occasions, complainants may repeatedly contact the practice, regarding the same issue, become persistent in their calls or become aggressive, threatening, abusive or violent towards those involved in the complaints process. These may be classed as habitual or vexatious complainants. The difficulty in handling such callers can place a strain on time and resources, while also causing undue stress on staff that may need support in difficult situations. The team are trained to respond in a professional and helpful manner to the needs of all complainants however if it is considered that a complainant is becoming unreasonable the practice reserves the right to refer to the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and practice staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients must be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances whilst following NHS England and Practice policies, procedures, and protocols. We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result a patient or patients being removed from the Practice list.

For more information refer to <https://www.england.nhs.uk/contact-us/complaint/#unhappy>