

Ridge Medical Practice Complaints Procedures and Information

We always try to address your concerns fully, provide an appropriate apology or explanation and discuss any action that may be needed so that you will feel satisfied that the practice has dealt with the matter thoroughly and where appropriate improved the service as a result. Our practice procedure is not able to deal with questions of legal liability or compensation. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where we are not able to resolve your complaint in this way, you may wish to make a formal complaint and this is fine. This should preferably be **in writing** as soon as possible after the event giving as much detail as you can and ideally within a few days as this helps us to establish what happened more easily. In any event, this should be within twelve months of the incident or within twelve months of you discovering the issue.

We are able to provide you with a separate complaints form which you can register your complaint on and this can include a third party authority form enabling a complaint to be made on behalf of someone else. Please ask at Reception for these. Alternatively, this can be sent in your own format providing it covers all the necessary aspects. Any complaint issues will not affect ongoing treatment from the practice, you will continue to be treated. Send your written complaint to:

Complaints Manager
The Ridge Medical Practice
Cousen Road
BRADFORD
BD7 3JX
Tel: 01274 425625
Email: ridge.feedback@nhs.net

Complaints received about the Out of Hours Service and any other external service provided in our surgery will be passed to the appropriate provider for investigation.

Complaining on Behalf of Someone Else

We keep strictly to the rules of confidentiality therefore, if you complain on behalf of someone else, we need to have their authority to investigate the issue and provide feedback to you. A letter signed by the person concerned will be required, unless they are incapable (because of illness) of providing this.

Need Help Composing Your Complaint

You may like to contact ICAT, the Independent Complaints Advocacy Team who can offer you independent help and advice in making a complaint. Their contact details are as follows:

Independent Complaints Advocacy Team, ICAT, Vital, 1st floor, The Tradeforce Building, Cornwall Place, Bradford, BD8 7JT, Tel: 01274 770118

What We Do Next

We look to resolve complaints as soon as possible. The practice will acknowledge receipt of your letter within 2 working days, and aim to provide you with a full detailed response within 10 working days.

The final response will include statement of issues, an apology or explanation as appropriate, clear evidence based reasons for outcomes, if appropriate, where errors have occurred, an explanation in full and state what will be done to correct the issue, or prevent repetition.

It is hoped that on receiving the letter, you will feel satisfied that the practice has dealt with the matter thoroughly and if appropriate improved our services as a result. If you are still not satisfied, a meeting will be arranged with the complaint GP and others involved to try further reconciliation. If at that point, resolution is still not achieved then either side can refer the matter to the Health Commissioner at this address:

NHS England (NHS Commissioning Board), Customer Contact Centre, PO Box 16738, Redditch, B97 9PT, Tel: 0300 311 2233

Alternatively you can approach the Parliamentary Health Service Ombudsman (PHSO) if you remain dissatisfied. This should be done within 12 months of the final outcome. You can contact the PHSO on the address below.

**Parliamentary Health Service Ombudsman (PHSO), Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033**