

ORCHARD 2000 GROUP

PARTNERS - DR R K AWAN and Dr S BASHEER

Orchard 2000 Medical Centre, 480 Hall Road, Hull, HU6 9BS, Tel: 01482 347600
Bransholme Health Centre, Goodhart Road, Hull, HU7 4DW, Tel 01482 344184

PATIENT INFORMATION LEAFLET PRACTICE COMPLIMENTS, SUGGESTIONS AND COMPLAINTS PROCEDURE

HOW TO MAKE A SUGGESTION OR A COMPLIMENT

If patients would like to make a suggestion or a compliment you can do this by filling out the online submission form or by contacting the team on:

Orchard.2000@nhs.net

Please note that the Team can also advise on a range of issues, from services we provide to how to make a complaint.

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 problems cannot be sorted out in this way and patients wish to make a complaint, we would like them to let us know as soon as possible, ideally within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily. If it is not possible to do that, they should let us have the details of the complaint:

- Within 12 months of the incident that caused the problem *or*
- Within 12 months of the date of discovering that there was/is a problem
- These time limits can be waived if the complainant has good reasons for not making the complaint in that time and it is still possible to investigate the complaint effectively and fairly.

A complainant may choose to stop the complaints process at any time. Complaints will be accepted in any format such as writing, verbal or e-mail. The practice will contact the complainant on receipt of the complaint and where possible agree a response time and ask for the desired outcome. You may be invited in to meet the most appropriate Manager or Clinician to discuss your complaint.

WHAT WE WILL DO

We will acknowledge the complaint within 3 working days and aim to have investigated it within a reasonable time. We will then be able to offer a verbal or written explanation and/or a meeting with the people involved. When we investigate any complaints, we aim to:

- Find out what happened and what went wrong.
- Make it possible for parties involved to discuss the problem with those concerned if the complainant would like this.
- Make sure we issue an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

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Unfortunately, we do not have the resources to guarantee that every general suggestion can be acknowledged but we may do so should the situation warrant a response.

After the response is sent to the individuals involved, we may send you a questionnaire afterwards. The feedback we will receive from yourself would contribute to any further training needed or praise to the individuals involved. We would appreciate if this can be filled in and returned to the surgery.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If someone is complaining on behalf of someone else, we must know that they have permission to do so. A note signed by the person concerned (i.e., on whose behalf the complaint is being made) will be required, unless they are incapable (because of illness) of signing this.

COMPLAINING TO THE The Patient Advice and Liaison Service (PALS)

If you're not happy with an NHS service, you can make a complaint.

You should complain to the person or organisation providing the service first, such as the GP, dentist, hospital or pharmacist.

Or you can complain to the commissioner of that service. Contact your local integrated care board (ICB) for complaints about:

- primary care services, such as GPs, dentists, opticians or pharmacy services
- secondary care services, such as hospital care, mental health services, out of hours services, NHS 111 and community services such as district nursing

How do I contact my nearest PALS?

You can find your nearest PALS office on the NHS website - [Find patient advice and liaison services \(PALS\) - NHS \(www.nhs.uk\)](#)

You can also ask your GP surgery, hospital or phone NHS 111 for details of your nearest PALS.

COMPLAINING TO THE INTEGRATED CARE BOARD (ICB)

We hope that if patients have a problem, they 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. However, this does not affect a patient's right to approach ICB at any stage.

The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg
DN20 8GS

Tel: 01482 957750

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Email: hnyicb.experience@nhs.net

If they feel that they cannot raise the complaint with us, *or if* they are dissatisfied with the result of our investigation, they can contact the:

Parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

Westminster

London

SW1P 4QP

To be completed by the complainant or by a member of staff on behalf of the complainant.

Date:

Surgery you wish to Complain to: Hall Road/Bransholme

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COMPLAINANT DETAILS

NAME:

CONTACT NUMBER:

ADDRESS:

PATIENT'S DETAILS IF DIFFERENT FROM ABOVE

NAME:

ADDRESS:

PROBLEM REPORTED – SUMMARY OF COMPLAINT (IE: WHAT DO YOU WISH TO COMPLAIN ABOUT)

DATE:

TIME:

PLACE IT HAPPENED:

IDENTIFY MEMBER (S) OF THE PRACTICE:

HOW WAS THE SITUATION LEFT?

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WHAT WOULD YOU LIKE THE OUTCOME OF THIS COMPLAINT TO BE?

By completing this section, you will help us understand exactly what you are hoping to achieve by making this complaint.

If you could achieve 3 things by this complaint, they would be:

-
-
-

WHEN THE COMPLAINANT IS NOT THE PATIENT

I,

hereby authorise the above complaint to be made on my behalf by

.....

and I agree that members of the practice, staff or doctors may disclose (in so far only as it is necessary to do so to answer the complaint) confidential information about me which I provided to them.

Patient's Signature:

THE FULL DESCRIPTION OF EVENTS (The facts and events that contributed to you making a complaint)

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COMPLAINANT'S SIGNATURE:

DATE:

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