



# **How to make a complaint**

**Pickering Medical Practice  
Southgate  
Pickering YO18 8BL**

**Tel: 01751 471296**

## Our aim

We aim to provide the best possible services for our patients. We know that we might not always succeed and that you might feel unhappy with something that has happened to you, a relative or a friend. If you think we can do better, please let us know. Your comments and complaints help us to improve our services.

## How you can make a complaint

Talk to us. When something goes wrong, we encourage you to tell a member of staff as soon as possible. Most of the time the staff on the spot can answer your questions and concerns, and put things right quickly.

You can write, telephone or email us.

Write to the Practice Manager at:

Pickering Medical Practice  
Southgate  
Pickering YO18 8BL

**Telephone:        01751 471296**

E-mail:            [hnyicb-voy.pickering-b82033@nhs.net](mailto:hnyicb-voy.pickering-b82033@nhs.net)

## Getting help with your complaint

Cloverleaf Advocacy is an independent organisation offering free advice about how to make a complaint about NHS treatment (see [www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)). Cloverleaf can provide information about how to make a complaint to NHS England and how to take it to the Health Service Ombudsman, if you decide that is necessary.

As well as offering information, advice and support, Cloverleaf can help you with the practical aspects of a complaint, for example, helping you to write letters, or acting as an advocate for you at meetings. You can contact Cloverleaf on 0300 012 4212 or write to them at Cloverleaf Advocacy, Independent Health Complaints Advocacy Service, 5th Floor, Empire House, Wakefield Old Road, Dewsbury, West Yorkshire, WF12 8DJ.

Email: [NHScomplaints@cloverleaf-advocacy.co.uk](mailto:NHScomplaints@cloverleaf-advocacy.co.uk)

Website: [www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)

## **Handling your complaint**

We will make every effort to deal with your complaint in the following way:

- Directly and quickly
- With honesty and fairness
- With confidentiality

## **We will also do the following:**

- Acknowledge your complaint verbally or in writing in 3 working days.
- When we acknowledge your complaint, we will:
  - check we fully understand the issues you have raised
  - offer to discuss how your complaint will be handled
  - tell you when the investigation will be completed and when we will send you a full written response
- Offer to arrange a meeting so that you can discuss your complaint with appropriate members of staff
- Investigate all the issues you raise
- Tell you if we need more time
- Identify any improvements we need to make in our services, tell you the actions we are taking and when they will be completed

## **If you are not happy with our response**

Please contact us as soon as possible. We will always try to resolve your complaint to your satisfaction. This might involve further investigations or a meeting with us. In some cases, we might suggest the use of an independent conciliator to help bring about resolution. If after our best efforts, you are unhappy with the way we have handled your complaint you can ask the Health Service Ombudsman to review it.

You may also contact The Experience Team at Humber and North Yorkshire Integrated Care Board (formerly NHS England) either by telephone on 01904 555999, by writing to The Experience Team,

Humber and North Yorkshire ICB, Health Place, Wrawby Road, Brigg DN20 8GS, or by e-mail at [hnyicb.experience@nhs.net](mailto:hnyicb.experience@nhs.net).

## Health Service Ombudsman

If you remain unhappy with our response to your complaint, you can ask the Health Service Ombudsman to review the matter. You can contact the Ombudsman by:

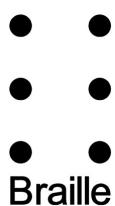
- visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- calling the complaints helpline 0345 015 4033 (Mon to Fri 8:30am to 5:30pm)
- emailing [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- faxing 0300 061 4000

or by writing to:

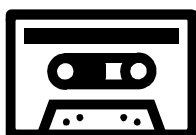
The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP



If you require further information, please contact Pickering Medical Practice on telephone number: 01751 471296.



Braille



**Large  
Print**

Please telephone this number if you require this leaflet in Braille, audiotape, large print or another language: 01751 471296.

<b>Owner</b>	<b>Practice Manager</b>
<b>Date of Issue</b>	<b>July 2014</b>
<b>Review Date</b>	<b>July 2024</b>
<b>Version</b>	<b>6.7</b>