

Diamond Medical Group

Complaints Procedure Information Leaflet For Patients

Complaints

We hope that you will be satisfied with the service that you receive from the practice. If you do have a complaint or concern about the service you received from the doctor or any member of the practice staff, please let us know. We operate an informal in-house procedure to deal with your complaints and wherever possible we hope that we can resolve any complaint in the practice. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

How to Complain

We hope that the problem can be dealt with easily and quickly at the time it arises. If your problem cannot be dealt with in this way and you wish to make a formal complaint, we would ask you to let us know as soon as possible, ideally within a few days or if this is not possible let us have the details of your complaint:

- a) within 6 months of the incident that caused the problem.
- b) within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Please speak or write to the Operations Manager or your doctor who will ensure that it is investigated thoroughly and as speedily as possible. All complaints are kept separate from your medical records.

What happens next

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within two weeks although occasionally more time is required. We will then hopefully be able to offer you an explanation, or a meeting with the people involved if appropriate. When we investigate a complaint, we shall aim to:

- a) find out what happened and what went wrong.
- b) make sure you receive an apology, if appropriate
- c) identify what we can do to make sure the problem does not happen again.

Complaining on behalf of someone else

The practice must ensure strict adherence to the rule of medical confidentiality. We must receive written consent from the patient for you to proceed on their behalf.

We hope that you will use our Practice Complaints Procedure if you are unhappy. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services we provide. We hope that most problems can be sorted out easily and quickly when they arise. However, if you feel uncomfortable raising your concerns or complaint directly with us or if you believe this is not appropriate, you can raise your complaint with the ICB who commission and pay for the NHS services you use at:

Email: wycib.complaints@nhs.net)

Telephone: 01924 552150

In writing: West Yorkshire Integrated Care Board Complaints Team,
White Rose House West Parade,
Wakefield

WF1 1LT 5

Opening Times: Monday to Friday 9 to 5 p.m.
The ICB is closed on bank holidays.

Please note: If you have raised your concerns or complaint with us already, the West Yorkshire ICB will not be able to reconsider the same concerns. You can find more information on how to make a complaint to the ICB on their website:

<https://www.westyorkshire.icb.nhs.uk/contact/comments-concerns-compliments>.