If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

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

Tel: 0345 0154033

Website: www.ombudsman.org.uk

North Lincolnshire PALS for help or advice:

The Patient Advice and Liaison Service (PALS) are available to provide confidential advice and support and to guide you through the different services available from the NHS.

They can be contacted by telephone on **01652 251125** or by email**:**
nlccg.pals@nhs.net
Or in writing to: Patient Relations, Health House, Grange Park Lane, Willerby, East Yorkshire, HU10 6DT

Independent Complaints Advocacy Service (ICAS):

Independent specialist advice is available; this service is called ICAS. It is a free, independent service that can help you make a complaint about any NHS treatment or service.

They can be contacted by telephone on **0808 802 3000** or by email:
hullicas@carersfederation.co.uk
Or in writing to: ICAS, The Community Enterprise Centre, Cottingham Road, Hull, HU5 2DH

Winterton Medical Practice

Manlake Avenue, Winterton, Scunthorpe, DN15 9TA

Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaints procedure.

The practice Complaints Manager is:

Emma Nicholaides (Assistant Practice Manager)

Emma.nicholaides@nhs.net

If you prefer you can make your complaint instead to the Commissioner of the service - NHS Humber and North Yorkshire Integrated Care Board

You can do this by:
Telephone: 01904 555999
Email: hnyicb.experience@nhs.net
Writing to us at:
The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg
DN20 8GS

Also see separate Complaints Form available at Reception

Making a Complaint

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 you cannot resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

Or within 12 months of you discovering the problem

If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We can provide you with a separate complaints form to register your complaint. We can also provide you with a third-party authority form to enable a complaint to be made by someone else if necessary. Please ask at reception for these forms.

Send your written complaint to
emma.nicholaides@nhs.net

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days and aim to have investigated the matter within 28 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined, and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form and the third-party authority form for the patient to sign to enable the complaint to proceed.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing.

We may still need to correspond directly with the patient or may be able to deal directly with the third-party, and this depends on the wording of the authority provided.