

IF YOU FEEL UNABLE TO COMPLAIN DIRECTLY TO US

If you feel unable to raise your complaint with us directly 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 by:

Email: at wyicb.pals@nhs.net

Telephone: 01924 552150 Monday to Friday 9-4:30 pm, excluding bank holidays. (Please note that the team receives a high number of telephone calls daily and may not be able to respond instantly to each one.)

In writing: Patient Advice and Liaison Service, West Yorkshire Integrated Care Board, White Rose House West Parade, Wakefield WF1 1LT

Please note: The ICB is unable to consider or reconsider the same concerns or complaints you have raised with us.

IF YOU ARE DISSATISFIED WITH THE OUTCOME

If you remain unhappy after receiving our final reply, you can ask the Health Service Ombudsman to review your complaint independently.

The Ombudsman is independent of the NHS and free to use. It can help resolve your complaint and tell the NHS how to put things right if it has got them wrong.

The Ombudsman only has legal powers to investigate certain complaints. You must have received a final response from the Practice before the Ombudsman can look at your complaint. Unless there are exceptional circumstances, it will generally not investigate your complaint if it happened more than 12 months ago.

Address: (All post should be sent to their main office in Manchester):

Parliamentary & Health Service Ombudsman

Citygate
Mosley Street
Manchester
M2 3HQ

Phone: 0345 015 4033 (Their lines are open: Monday to Thursday 8.30 am to 5.00 pm | Friday 8.30 am to 12 pm).

Before considering taking this step, we hope you would let us know what aspect of the complaint has not been dealt with satisfactorily and provide an opportunity for us to consider whether there is anything further that could be done locally

UPDATED AUGUST 2025



BANKFIELD SURGERY

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COMPLAINTS PROCEDURE

We endeavour to give you the best service possible at all times; however there may be occasions when you wish to express dissatisfaction.

The purpose of this leaflet is to explain what to do if you have a complaint about the service this practice provides for you.

We operate an in-house procedure to deal with your concerns, it does not deal with matters of legal liability or compensation.

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. If this is the case please ask to speak to a senior member of the reception team.

Where you are not able to 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,
- Within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can. 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.

Send your completed complaint form to:

The Complaints Manager
Bankfield Surgery
Huddersfield Road
ELLAND
HX5 9BA

WHAT WE DO NEXT

We look to settle complaints as soon as possible; we will aim to acknowledge receipt within 3 working days, and aim to have looked into the matter within 4 weeks.

You may then receive a formal reply in writing, or be invited to meet with the person(s) concerned in an 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 also 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 note that we are unable to discuss any issue relating to someone else without their express permission.

Once you have submitted your complaint, where your complaint is for another person we will request suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Even after consent has been given there may still be circumstances where we need to correspond directly with the patient, where this is the case we will let you know.