

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Or

Citygate, Mosley Street
MANCHESTER
M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk



Undercliffe Surgery

16 Union Street

Heckmondwike

WF16 0HH

Tel: 01924 403406

Email: wycib-kirk.undercliffesurgery@nhs.net

The Complaints Process



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Undercliffe Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Please speak to a member of staff as our staff are trained to handle complaints. Alternatively, ask to speak to the Reception Manager or Practice Manager.

A complaint can be made verbally or in writing. A complaints form is available from reception.

Additionally, you can complain via email to wyicb-kirk.undercliffesurgery@nhs.net

Who to talk to

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: wyicb.complaints@nhs.net

Telephone: 01924 552150

In writing: West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield, WF1 1LT 5

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>

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

All complaints will be acknowledged within five business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Undercliffe Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Undercliffe Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Undercliffe Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Undercliffe Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.