



PHOENIX HEALTH SOLUTIONS LTD

The White Rose Surgery, Exchange Street
South Elmsall, Pontefract, West Yorkshire WF9 2RD
Tel: (01977) 655605 Fax: (01977) 645294

Making a complaint:

We hope most problems can be sorted out quickly and easily with the person concerned, at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so, as soon as possible after the event and ideally within 14 days, to enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint as follows:

- Within 12 months of the incident that caused the problems or
- Within 12 months of discovering that you have a problem

Complaints can be made orally or in writing to (phoenix.patients@nhs.net) if you would like to email in. You can find our address on the top of this document if you wish to write and post.

Actions we will take:

We shall acknowledge your complaint within 3 days and include the offer of a discussion (which might be via telephone or a face to face meeting) to agree a plan of how the complaint will be handled and agree reasonable timescales for investigating and concluding the complaint.

If the complainant chooses to decline the offer, the practice will decide how the complaint will be handled, based on the available information. A letter will be sent to the complainant setting out how the complaint will be investigated and the expected timescales. When we investigate your complaint, we shall aim to provide the following information to you:

- Give details of the nature and substance of the complaint
- A description of the investigation and conclusions
- What action has been taken to resolve the complaint
- An apology (if appropriate)
- Any action which will be taken in light of the complaint

Occasionally, if we have to make a lot of enquiries it may take a little longer, but we will keep you informed. If you do wish to have a meeting with the people concerned, you may bring a friend or a relative with you.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be required unless they are incapable (due to illness) of providing this.

Directors: Dr C Tobin

Registered Office: The White Rose Surgery, Exchange Street, South Elmsall, Pontefract, WF9 2RD

Company Number: 6994166 **CQC Provider ID** 1-355620875



PHOENIX HEALTH SOLUTIONS LTD

The White Rose Surgery, Exchange Street
South Elmsall, Pontefract, West Yorkshire WF9 2RD
Tel: (01977) 655605 Fax: (01977) 645294

If you feel that the complaint has not been resolved by our practice, then you have the option to take your complaint to The Parliamentary & Health Service Ombudsman

Their contact details are:

The Parliamentary and Health Service Ombudsman

Milbank Tower

30 Millbank

London

SW194QP

Tel: 03450154033

Website: www.ombudsman.org.uk

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice:

The local Healthwatch can be found at:

www.healthwatch.co.uk

The IHCA can be contacted at:

www.seap.org.uk/services/nhs-complaints-advocacy/

The patient advice and liaison service (PALS) Is based at Wakefield ICB

Telephone: 08000 525270

Directors: Dr C Tobin

Registered Office: The White Rose Surgery, Exchange Street, South Elmsall, Pontefract ,WF9 2RD

Company Number: 6994166 **CQC Provider ID** 1-355620875