

Services:



Services we offer:

- **Maternity Service & Ante-Natal**
- **Well Baby & Child Health Clinics**
- **Sexual Health Advice**
- **Coil Fitting**
- **Implanon implants**
- **Cervical Cytology Clinic**
- **Family Planning**
- **Travel Health advice & Immunisations**
- **Asthma & Diabetes Clinics**
- **Minor Surgery**
- **Smoking Cessation**
- **Health 'Check-ups'**
- **Dispensing**

Services provided at the Surgery by Others:

- **Counselling**
- **Physiotherapy**

Dr W F Watson
Dr Jane S Carradine
Dr A J Keogh
Dr Claire L Keenleside
Dr A R Ramdeehul

Beech House Surgery

Complaints Procedure



Beech House Surgery

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Complaints

Introduction

If you have a concern or complaint about the service you receive from the doctors or any member of staff working in the practice please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints, which meets the national standards.

How to complain

We hope that most problems can be dealt with easily and quickly at the time they arise with the person concerned. If your problem cannot be resolved in this way, and you wish to make a formal complaint, we would like you to let us know as soon as possible because this will help us to establish what happened more easily. Formal complaints should be made in writing and addressed to the practice manager or to any of the doctors. Alternatively, you may ask for an appointment with the practice manager in order to discuss your concerns. The practice manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we will do

We will acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days where possible. We will then be in a position to offer you an explanation or a meeting with the people involved. When we look into the complaint we will aim to:-

- Find out what happened and what went wrong make it possible for you to discuss the problem with those concerned if you would like this
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else

Please note we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable of providing this because of ill health.

The Healthcare Commission

If you remain dissatisfied with our response to your complaint you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body, established to promote improvement in healthcare through the assessment of the performance of those who provide the service you can contact the Healthcare Commission on 0207 448 9200 or write to them at Healthcare Commission Complaints Team Peter House Oxford Street Manchester M1 5AN or visit their website at

www.healthcarecommission.org.uk

PALS

If you need assistance the PALS (Patient Advisory and Liaison Service) at the NHS North Yorkshire & York is there to listen and to help with practical friendly advice and help which can resolve concerns about your treatment or other health issues in confidence. You can talk to PALS on 0800 06 88 000 or on

pals@nyypct.nhs.uk.