

If you wish to make a complaint on behalf of someone else

We need to know that you have their permission to do so. Strict patient confidentiality rules still apply, even for complaints.

You will need to provide a written letter of authorisation from that person or if they are unable to do this, you will need to complete a patient consent form available from the service manager.

Other ways to make a complaint

NHS Wakefield Clinical Commissioning Group
By phone: 01924 315803

Independent Complaints Advocacy Service (ICAS)
By phone: 0845 120 3734

The Parliamentary and Health Service Ombudsman
By phone: 0345 015 4033

This leaflet was produced by Wakefield GPs. For more information visit: www.conexus-healthcare.org

May 2019.



Got a complaint or feedback?

GP CARE WAKEFIELD



Service Manager: Patricia Lang

By email: patricia.lang@conexus-healthcare.org

By phone: 01924 677 987

By post: Clinical Services Manager, Conexus Healthcare Ltd,
C/O Outwood Park Medical Centre, Potovens Lane,
Wakefield, WF1 2PE

GP Care Wakefield is an NHS service provided by Conexus Healthcare; a GP-led group made up of all GP practices in the Wakefield District.

If we've let you down, tell us

As a team, we always aim to give the best possible service every time.

We hope that everyone leaves our clinics satisfied they have received a professional service and been treated with respect but if you feel we've let you down somehow, please tell us about it.

The easiest way to do this is to let a member of our team know before you leave the clinic. You can also get in touch with our service manager, Patricia Lang, after your visit.

By knowing about the problem, we can try our best to solve it straightaway for you.

Our service manager's contact details are on the front of this leaflet.

We promise to deal with every complaint quickly, professionally and confidentially.

Who can make a complaint?

- patient or former patient at our evening and weekend clinics
- a representative of a patient who is incapable of making the complaint themselves
- person affected, or likely to be affected, by the action, omission or decision of individuals working at our clinic.

How to make a formal complaint

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned but if your problem cannot be resolved in this way, or you wish to make a formal complaint, this is how to do it.

Complaints can be made by telephone, in person, or in writing to our service manager. **Please try to give as much information as you can.**

If you are making a formal complaint on someone's behalf and they need extra support such as translation services or help to complete forms, we can help with that too.

Once we receive your complaint, our service manager will be in touch within three working days to confirm she has received it and provide a more detailed response within a timescale agreed with you.

The service manager will investigate your complaint 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 to
- Make sure you receive an apology
- Identify what we can do to make sure the problem does not happen again.