

Compliments, Complaints or Suggestions

As a team we work hard to offer our patients the best possible service but we are aware that there are always areas where we can improve.

If you have any feedback for the practice (positive or negative) please send it to the practice 'For the Attention of the Practice Manager'.

Unresolved complaints can be forwarded to the NHS Ombudsman at the following address.

The Parliamentary and NHS Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

We have a complaints form available from reception. Please ask for the Easy Read version if you would prefer it.

If you have a complaint that you do not want to make direct to us please contact the National Commissioning Board.

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

email - nhscommissioningboard@hscic.gov.uk

telephone - 0300 311 22 33

If you would like support in making your complaint the local NHS Advocacy Service is run by Cloverleaf Advocacy.

They can be contacted on 0300 012 4212 (Monday to Friday 9am to 5pm) or via email helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

There is also a form that you can complete at www.helpwithnhscomplaintsnorthyorks.org

This service is available for all complaints relating to the local NHS including hospitals, dentists, pharmacists and ambulances as well as GP Practices.