



The NHS wants people to give feedback because it can be used to improve health services. This can be any service such as a hospital, GP, dentist, or optician, for example. If you want to share your views and experiences, good or bad, speak to a member of staff at the service.

All NHS services in England must have their own complaints policy. The policy says how the service will deal with your complaint. You can often find information about making a complaint in these places –

- waiting rooms
- reception desks
- the service provider's website
- or by asking a member of staff.

Our Commitment to you.

The Yadava Practice aims to ensure you receive the highest quality health services.

We care about getting it right for you the first time and every time and welcome your comments, compliments, concerns and complaints.

We take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services.

We are committed to discussing your feedback with the wider team to acknowledge any training needs to develop their skillset.

We know it is not easy to complain and we want to ensure that you have a positive experience,

All matters will be dealt with in confidence. However, it may be necessary to share certain information with other parties in which case we will seek your permission in advance of this.

Who can I talk to?

Patients have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the [NHS Constitution on GOV.UK](#).

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner is changing.

There are two ways to make a complaint:

- Members of the public can complain to the healthcare provider: this is the organisation where they received the NHS service, for example a GP surgery or dental surgery.
- Members of the public can complain to the commissioner of the service: this is the organisation that paid for the service or care received.

After 1 July 2023 if members of the public want to make a complaint about primary care services to the commissioner, they will now contact Mid and South Essex integrated care board instead of NHS England.

The contact details are as follows:

- Telephone: 01268 594444
- E-mail: Mseicb.complaints@nhs.net
- Writing to us at: Mid and South Essex Integrated Care System · Phoenix House, Christopher Martin Road, Basildon, Essex, SS14 3HG

If members of the public want to make a complaint directly to the provider of the primary care service, you still can – that does **not** change on the 1 July 2023.

Members of the public with ongoing complaints received on/after 1 July 2022 will receive a letter from NHS England informing them that the ICB is now handling their complaint with confirmation of their case handler.

Members of the public with any ongoing complaints received before 1 July 2022 will receive a letter from NHS England informing them that their complaint is being retained by NHS England with confirmation of their case handler.

If you decide to complain directly to us, we will –

- Acknowledge your complaint within 3 working days, we may also make contact to agree how you wish for your complaint to be handled depending on the nature of the complaint.

- Clarify specific areas of concern.
- Respond within a timely manner, if for any reason this cannot be achieved, we will keep you informed throughout the process.
- Provide you with a written response outlining any actions we take to improve our services.

It is easier for us to address any concerns if they are brought to our attention in a timely manner.

What about confidentiality?

If you are making a complaint on behalf of someone else, even a close relative you should discuss this with them before contacting us as it may be necessary for us to gain their written consent. Often the practice may consult with their Medical Defence Union however all information is anonymised.

What if I am unhappy with your response?

If, after receiving our final decision, you remain dissatisfied you may [take your complaint to the Ombudsman](#).

The Ombudsman is independent of the NHS and free to use. It can help resolve your complaint and tell the NHS how to put things right if it has got them wrong.

The Ombudsman only has legal powers to investigate certain complaints. You must have received a final response from the Practice before the Ombudsman can look at your complaint and it will generally not look into your complaint if it happened more than 12 months ago, unless there are exceptional circumstances.

Address:

Parliamentary & Health Service Ombudsman
Tower 30
Millbank
London SW1P 4QP

Phone: 0345 015 4033

[E: email the Ombudsman](#)

However, before considering taking this step, we hope you would let us know what aspect of the complaint has not been dealt with satisfactorily and provide an opportunity for us to consider whether there is anything further that could be done locally to resolve matters.