

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

Further action

If you are dissatisfied with the outcome of your complaint from either West Yorkshire ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033

www.ombudsman.org.uk

Thornbury Medical Centre
Tel: 01274 662441

Rushton Avenue | Bradford | BD3 7HZ
www.Thornburymc.co.uk

The Complaints Leaflet



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Thornbury Medical Centre. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, Mrs Indira Rani-Bhatti but note this may need to be a booked appointment.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

West Yorkshire ICB
Bradford District and Craven
Scorex House
1 Bolton Road, Bradford, BD1 4AS
07583 102430 / 07866 015382
bdc.complaints@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to b83005.thornburymc@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will respond to you within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Complaints involving locum staff

Thornbury Medical Centre will ensure that all locum staff, be it GPs, nurses or administrative staff, are aware of both the complaints process and that they will be expected to partake in any subsequent investigation, even if they have left the organisation (keeping in mind the 12-month time frame to complain).

All complaints regarding Locum staff will require patient consent in writing for their personal details to be shared to the locum staff / provider.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.