

knowledge and consent. We will require written consent from the patient unless they are incapable (through illness) of providing this.

IF YOU ARE DISSATISFIED WITH OUR RESPONSE

If you remain dissatisfied with our response to your complaint you can contact the Parliamentary and Health Service Ombudsman. Details of how to contact the Ombudsman will be included in our response to you.

EASTGATE MEDICAL GROUP

37 Eastgate Hornsea HU18 1LP

Telephone 01964 530350

Branch Surgery

Church Street Aldbrough HU11 4RN

Telephone 01964 527066

Website www.eastgate-medical.info

COMPLAINTS PROCEDURE

Our aim is to give you the highest possible standard of service and we try to deal sympathetically with any problems that may occur. We rely on patients using our services appropriately in order to do this. When things go wrong, which they occasionally do, it is useful to have an opportunity to look at our systems to see whether they can be improved.

If you have a complaint about the service you have received from doctors or staff in the practice, please let us know. We operate a practice complaints procedure which is part of the NHS system for dealing with complaints and meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a written complaint, please do so as soon as possible – ideally within a few

days or at most a few weeks – so that we are more easily able to establish what happened. If you are writing, please address your complaint to the Manager or ask for a complaints form at reception. It is helpful if you can be specific about your complaint.

Alternatively, you can make a complaint to The Experience Team, Humber and North Yorkshire Integrated Care Board, Health Place, Wrawby Road, Brigg DN20 8GS or by telephone 01904 555999, or email hnyicb.experience@nhs.net

WHAT HAPPENS NEXT

We will acknowledge your complaint within 3 working days and outline how we propose to handle your concerns and the likely time it will take for us to be able to respond to you fully.

CONFIDENTIALITY

Please be aware that we keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, including a member of your family, we will need to be certain that you are acting with their