

Help and Advice (PALS)

The Patient Advice and Liaison Service (PALS)

offers confidential advice, support and information on health-related matters.

They provide a point of contact for patients, their families and their carers.

How can PALS help?

PALS provides help in many ways. For example, it can:

- help you with health-related questions
- help resolve concerns or problems when you're using the NHS
- tell you how to get more involved in your own healthcare

PALS can give you information about:

- the NHS
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS

PALS also helps to improve the NHS by listening to your concerns and suggestions.

Your nearest PALS is:

York and Scarborough Teaching Hospitals NHS Foundation Trust, Woodlands Drive, Scarborough YO12 6QL. Tel: 01904 726262

Practice Contact Information

Danes Dyke Surgery

463a Scalby Road, Scarborough,
North Yorkshire YO12 6UB

South Cliff Surgery

56 Esplanade Road, Scarborough,
North Yorkshire YO11 2AU



01723 375343 / 01723 501610

Hnyicb-ny.smg@nhs.net

Feedback about our service

Have your say to improve your care or treatment we give you any time you visit your GP or have contact with the practice. Pick up a feedback form from our reception team or complete a short survey online by visiting our website.

We make every effort to give the best possible service to everyone who attends our practice however we are aware that there may be times when you feel unhappy with the service you have received.

Keep up to date



Visit us at:

www.scarboroughmedicalgroup.co.uk



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How to make a complaint



Surgery Opening Times:

Danes Dyke Surgery

Monday to Friday 8:00am to 6:30pm
(Tuesday late night until 8.00pm)

South Cliff Surgery

Monday to Friday 8:00am to 6.00pm
(Tuesday late night until 8.00pm)

Practice Area

YO11, YO12 & YO13

Making a complaint

If you're not happy with an NHS service, you can make a complaint.

You should complain to the person or organisation providing the service first, such as the GP, dentist, hospital or pharmacist.

Or you can complain to the commissioner of that service by contacting your local Integrated care board (ICB). Every ICB will have its own complaints procedure, which is often displayed on its website.

You can find your local ICB by visiting:

www.nhs.uk/nhs-services/find-your-local-integrated-care-board/

If you require more information on how to complain to the NHS please visit:

www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/

NHS Complaints Advocacy

If you require support with your complaint you can get help and advice from North Yorkshire NHS Complaints Advocacy Service:

Cloverleaf Advocacy

5th Floor, Empire House, Old Wakefield Road, Dewsbury, WF12 8DJ

E: NHSComplaints@cloverleaf-advocacy.co.uk

Our complaints procedure

We always try to provide the best service possible but there may be times when you feel this has not happened. We hope that most problems can be resolved easily and quickly, at the time they arise and with the person concerned however. If this is not possible please let us know the details of your complaint as soon as possible. If your complaint is six months after the event please state in your complaint the reasons why so that we can consider all the relevant information.

Who to complain to:

Written complaints should be addressed to:

Practice Manager Danes Dyke Surgery 463a Scalby Road, Scarborough YO12 6UB or emailed to hnyicb-ny.smg@nhs.net

What happens next:

We will endeavour to acknowledge your complaint within 3 working days of receipt and aim to have looked into your complaint and provide a response within 10 working days from the date we confirmed receipt. If this is likely to take longer then we will contact you to explain.

When we look into your complaint we aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned if appropriate
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again

NHS Commissioning Board

Where to write to

We hope that if you have a problem you will use our complaints procedure, we believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you do not feel able to complain to the practice, you can complain to NHS England:

BY POST: NHS England Customer Contact Centre
NHS ENGLAND

PO BOX 16738

REDDITCH

B97 9PT

BY TELEPHONE: 0300 3112233 (Monday to Friday 8am till 6pm)

BY EMAIL: england.contactus@nhs.net

To take your complaint further

The use of our complaints procedure does not preclude you from taking the matter further if you are not satisfied.

If your complaint is not resolved by the practice you can take your complaint to the Parliamentary Commissioner for Health (Ombudsman)

BY POST:

The Parliamentary & Health Service Ombudsman
Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Web: www.ombudsman.org.uk