



## Patient Complaint Information

WACA (Wharfedale, Airedale and Craven Alliance) help to provide and manage services on behalf of our GP member practices. We are always looking for ways to improve these services and to do this effectively we need to know what you think. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can we continue to build and improve upon the services we offer.

### The services we help to provide and manage include:

- Enhanced Access
- Social Prescribers and Adult, Children and Young Person's Mental Health Coaches
- First Contact Physio's
- Pharmacy Services
- Community support groups (e.g Menopause Support Groups and Community Health Check Clinics)

### WACA Complaints Procedure:

If you have a complaint about the service you have received from a member of staff working in any of our services please request a feedback form from the Surgery or visit [www.wacalliance.co.uk](http://www.wacalliance.co.uk) to download it.

We operate a complaint's procedure as part of the NHS system that meets national criteria.

**Note:** If you make a complaint, it is the WACA network policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

### How To Complain:

We hope that most problems can be sorted quickly and easily, often at the time they arise with the person involved. Where the issue cannot be resolved at this stage, please email [hello@wacalliance.co.uk](mailto:hello@wacalliance.co.uk) and mark for the attention of the 'Business Manager' who will try to resolve the issue.

If your problem cannot be resolved and you wish to make a formal complaint, please let us know as soon as possible in order that we can get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

We will acknowledge your complaint within **fourteen working days** \* and we will aim to:

- Ascertain the full circumstances of the complaint
- Arrange for you to discuss the complaint with a member of staff if appropriate
- Make sure you receive an apology, where this is appropriate
- Take steps to ensure that this issue does not happen again

*\*this may take longer if the complaint is received by post*

## **Complaining On Behalf Of Someone Else:**

Please note that WACA keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

## **Complaining To Other Authorities**

The WACA management team hope that if you have a problem you will use the WACA Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 4 bodies:

### **1) Patient Advisory Liaison Service**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on [www.nhs.uk](http://www.nhs.uk) and search for "PALS services in your area"

### **2) The Bradford and Craven Integrated Care Board (ICB)**

The Bradford and Craven ICB patient support line is here to help if you have a concern, complaint or compliment about a service you receive. Please call 07583 102430 or email [fdc.complaints@nhs.net](mailto:fdc.complaints@nhs.net)

### **3) Independent Complaints and Advocacy Service (ICAS)**

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found at <https://vitalprojects.org.uk/>

### **4) Ombudsman**

If you are not happy with the responses you have received you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

## **Contacting The Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried on by this service then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>