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# PICTON MEDICAL CENTRE

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<https://www.pictonmedicalcentre.nhs.uk/>

Westbourne Green Community  
Health Care Centre  
50 Heaton Road  
Bradford  
West Yorkshire  
BD8 8RA  
Tel: (01274) 019605  
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## Complaints Procedure 2021

Our aim is to give you the highest possible standard of service, but there may be times you feel this has not happened. If you have a complaint or concern about the service you have received from the doctor or any of the staff working in this practice, please let us know. We hope most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned, but if your problem cannot be sorted out in this way and you wish to make a complaint, this information sheet explains what to do.

As part of the NHS system for dealing with complaints our complaints procedure has been revised to meet with the new national criteria.

### **How to raise concerns or make a complaint**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. We would encourage you to contact the practice and speak to a member of staff, if they cannot deal with your concern you are welcome to request a call back from our service manager.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. Complaints should be made;

- Within 12 months of the matter which caused the problem; or
- Within 12 months of becoming aware you have something to complain about.

You should contact or write to Mrs Babra Mushtaq, Service Manager or your practitioner if you wish to raise a concern or make a formal complaint. You should address your complaint to Picton Medical Centre, Westbourne Green, Bradford, BD8 8RA. You may ask for an appointment with Mrs Babra Mushtaq or your practitioner to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be helpful if you can give us specific details of what you feel went wrong and what outcome you would like.

### **What we will do**

We shall acknowledge your complaint **within three working days**, and offer to discuss your concerns and agree the way forward with you. We will investigate your complaint and aim to provide you with our findings within a time frame agreed with you.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would find this helpful;
- Make sure you receive an appropriate apology;
- Identify what we can learn from your complaint and what we can do to make sure the problem doesn't happen again in order to improve our services.

### **If you wish to complain on behalf of someone else**

Please note that we keep strictly to the rule of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note or a consent form signed by the person concerned will be needed, unless they are incapable of providing this. Consent is not needed for your children or where due to illness or infirmity a person is not able to complain for themselves.

### **Primary Care – NHS England**

Whilst we do encourage our patients or their carers to complain to us at the practice directly to give us the opportunity to help resolve complaints; if you feel unable to do so you can contact NHS England as they deal with complaints about primary care, including those about GP practices. Patients can contact the NHS England by writing to;

NHS England. PO Box 16738.Redditch.B97 9PT

Or by email – [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

Or by telephoning 0300-311-22-33

### **Independent help and support**

#### **ICAT – Independent Complaints Advocacy Team**

If you would like independent help and support in making a complaint, you can contact Vital (Bradford district area) who have independent complaints advocacy teams. Vital is an independent organisation and not part of the NHS.

Patients can write to;

Vital  
Rooms 21-29  
1<sup>st</sup> Floor  
The Tradeforce Building,  
Cornwall Place,  
Bradford,  
BD8 7JT

Telephone Vital on: 01274 770118 or email: [icat@vitalprojects.org.uk](mailto:icat@vitalprojects.org.uk)

### **Parliamentary Health Service Ombudsman (PHSO)**

If you remain dissatisfied you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the complaints procedure. You can contact the PHSO, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033