

# Jorvik Gillygate Practice

## Complaints Process



Jorvik Gillygate Practice  
Woolpack House  
The Stonebow, York, YO1 7NP  
Tel: 01904 405487.

Email:  
hnyicb-voy.jgp-complaints@nhs.net

## Advocacy support

- York Advocacy Hub gives advocacy support on 01904-414357
- Local Council can give advice on local advocacy services
- [Age UK](#) on 0800 055 6112
- [POhWER](#) Support Centre can be contacted via 0300 456 2370

## Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ

Or

Milbank Tower, 21 Milbank  
Westminster  
LONDON  
SW1P 4QP

Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Our Aim

The practice aims to provide the best possible service to you at all times. However, if you have a complaint or concern about the service you have received, please let us know so that we have the opportunity to explain or resolve any cause of dissatisfaction. Your comment or complaint will help us to improve our services. We operate a complaint procedure as part of the NHS complaints system, which meets national requirements.

This leaflet acts as a guide to patients on how to make a complaint, how we will deal with it and what to do if you are not happy with our response. It also provides useful information on other organizations that can help you with your complaint.

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Jorvik Gillygate Practice.

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 complaint; our staff are trained to handle complaints.

Written complaints can be emailed to [hnyicb-voy.jpg-complaints@nhs.net](mailto:hnyicb-voy.jpg-complaints@nhs.net). If you are unable to provide a written complaint, please ask to speak with the Managing Partner who will be able to manage your complaint.

If for any reason you do not want to speak to a member of our staff, then you can request that Humber & Yorkshire ICB investigates your complaint. They will contact us on your behalf:

The Experience Team  
Humber & Yorkshire ICB  
Health House  
Grange Park Lane, Willerby  
HULL  
HU10 6DT  
Tele: 01482 957750

E mail: [hnyicb.experience@nhs.net](mailto:hnyicb.experience@nhs.net)

## Investigating complaints

Jorvik Gillygate Practice will investigate all complaints effectively and in conjunction with current legislation and guidance.

## Confidentiality

Jorvik Gillygate Practice 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

Jorvik Gillygate Practice allows a third party 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.

## 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 practice will provide an acknowledgement to all complaints within three business days, with a full response once we have fully investigated the matter.

## Final response

Jorvik Gillygate Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint, within 45 days. We will liaise with you about the progress of any complaint and if this requires extending due to further investigations that may be required to take place, we will communicate this with you at regular intervals.