

## For help & advice

For advice and queries about the NHS:

### Patient Advice & Liaison Service (PALS)

Patient Relations,  
North Yorkshire and Humber CSU,  
Unit 1 Triune Court,  
Monks Cross North, York, YO32 9GZ

Telephone: 0800 068 8000

Email: [SCRCCG.PatientRelations@nhs.net](mailto:SCRCCG.PatientRelations@nhs.net)

For free help and support to make a complaint the details for your local Independent Complaints Advocacy (ICA) are below:

North Yorkshire NHS Complaints Advocacy Service,  
Tower Court Oakdale Road,  
Clifton Moor,  
York,  
YO30 4XL

Telephone: 0300 012 4212

Email: [helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk](mailto:helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk)

Website: [www.helpwithnhscomplaintsnorthyorks.org/contact-us](http://www.helpwithnhscomplaintsnorthyorks.org/contact-us)

The NHS is committed to developing electronic patient records (EPR) so health information can be shared between clinicians responsible for your care.

Your GP is responsible for the accuracy and safe-keeping of your medical records and we take regular action to protect your records from accidental loss or damage. Access to patient's computerised records are restricted by individual identification and passwords controlled by the use of a smartcard.

Members of staff are given access to relevant areas of the records. We are required by law, to allow you access to both your computer and written medical records. All requests must be made in writing.

### Other Publications available upon request from the practice are:

Main Practice Leaflet  
Home Visits  
Freedom of Information  
Privacy & Confidentiality

*We hope this brochure will provide all the information you need to easily access our services. Our aims are to offer you a medical service that is high quality, comprehensive, personal and friendly. Not all services provided by the surgery are covered in this leaflet, please see our website [www.scarboroughmedicalgroup.co.uk](http://www.scarboroughmedicalgroup.co.uk) for more details or ask at any of our reception desks.*

**SMG**  
Scarborough Medical Group

## COMPLAINTS PROCEDURE

### DANES DYKE SURGERY

463A SCALBY ROAD, NEWBY, SCARBOROUGH, NORTH YORKSHIRE, YO12 6UB

### CLOUGHTON SURGERY

1 STATION LANE, CLOUGHTON, SCARBOROUGH, NORTH YORKSHIRE, YO13 0AD

### SOUTH CLIFF SURGERY

56 ESPLANADE ROAD, SCARBOROUGH, NORTH YORKSHIRE YO11 2AU

[WWW.SCARBOROUGHMEDICALGROUP.CO.UK](http://WWW.SCARBOROUGHMEDICALGROUP.CO.UK)



### Contact numbers:

#### DANES DYKE

TEL: 01723 375343

#### SOUTH CLIFF

TEL: 01723 501610

#### Practice Area

YO11, YO12 & YO13

## WELCOME

We hope this brochure will provide all the information you need to easily access our services. Our aims are to offer you a medical service that is high quality, comprehensive, personal and friendly. Not all services provided by the surgery are covered in this leaflet, please see our website [www.scarboroughmedicalgroup.co.uk](http://www.scarboroughmedicalgroup.co.uk) for more details or ask at any of our reception desks.

**Practice Partners:** Dr Malcolm Abrines, Dr Mark Laws,  
*Dr Nicola Cole*

**Practice Manger:** Vicky Matson

**Assistant Practice Manager:** Sarah Harland

### How to complain:

The complaint must be about an NHS funded service. You may complain by telephone, letter or in person. If you are complaining on behalf of someone else you will need their written consent before we can discuss the complaint with you. You may complain on behalf of a child under 16 years old.

### When to complain:

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 sorted out easily and quickly, preferably at the time they arise and with the person concerned. If this is not possible please let us know the details of your complaint within 6 months of the incident or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident. We hope you will use our practice complaints procedure to allow us to look into and if necessary, correct any problems which you identify, or mistakes that have been made.

### Who to complain to:

If the receptionist is unable to resolve your complaint please ask for or write to the Practice Manager or the Assistant Practice Manager.

### 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

### 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 instead 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](mailto: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 and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

**BY TELEPHONE:** 0345 0154033

**WEBSITE:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)