

Advocacy services

Everyone has the right to speak up for themselves, but not everyone can do this easily. That is where advocacy comes in. Advocacy means having someone to support you to help you to speak up or speak on your behalf if you find it hard to express your views. Advocacy also makes sure that decisions are about you and are in your best interests.

For more information about advocacy services see

www.northyorks.gov.uk/adult-social-care/protecting-adult-harm/advocacy-make-your-voice-heard

Further action

If you are dissatisfied with the outcome of your complaint from the practice then you can contact the Public Service Ombudsman. Helpline telephone number: - 0345 015 4033

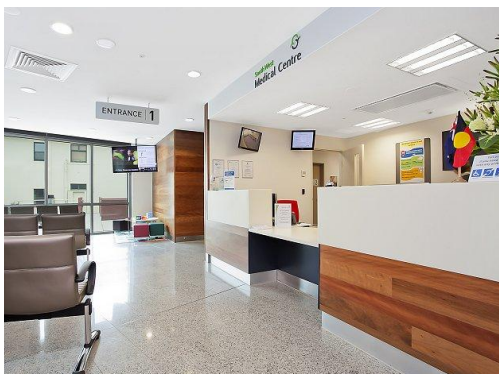
<https://www.ombudsman.org.uk>

Ayton & Snainton Medical Practice
Pickering Road
West Ayton, Scarborough, North Yorkshire YO13 9JF
Tel. 01723 863100

The Complaints Process

Ayton & Snainton Medical Practice





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Ayton & Snainton Medical 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, who will direct you to the correct person to speak to.

How to contact us

A complaint can be made verbally or in writing. We would prefer to discuss any complaint with you in the first instance to try to resolve any issues you may have.

Time frame 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.

We will aim to acknowledge all complaints within three business days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We 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

Third parties are allowed to make a complaint on behalf of a patient. The patient must provide consent for them to do so. This must be in writing.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.
