

Lister Lane Group Practice, 30 Lister Lane, Halifax, HX1 5AX  
Nursery Lane Medical Centre, Nursery Lane, Ovenden, HX3 5TE  
Boothtown Surgery, Woodside Road, Boothtown, Halifax, HX3 6EL

Reviewed September 2023

**We welcome feedback about your experiences, as it lets the practice know what we are doing well and where we could improve.**

### **Talk to us.**

The Practice is committed to providing high-quality, person-centred care and treatment that's both safe and effective. However, we understand that there are times when things go wrong. If something goes wrong, or you're dissatisfied with what we have or haven't done, tell us and we'll do our best to put things right. If we can't resolve matters in the way you want, we'll explain why it's not possible to do as you suggest.

Understandably, you might be upset or distressed when formally raising concerns about you or your loved one's care. As a result of this, our practice team will treat you with respect and dignity throughout this emotional time. It's expected you show the same courtesy to them.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and allow us to improve our services.

### **Who to talk to**

You can speak to any member of staff initially about your concerns. This allows us to work with you to resolve any concern you may have without going through a formal process. Most complaints are best resolved within the practice, and formal complaints should be made via our Practice Manager.

If you feel unable to raise your complaint with us directly or if you believe this is not appropriate, you can raise your complaint with the ICB who commission and pay for the NHS services you use by:

**Email:** at [wyicb.complaints@nhs.net](mailto:wyicb.complaints@nhs.net)

**Telephone:** 01924 552150\*

\*Monday to Friday 9-5 pm, excluding bank holidays.

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Please note that the team receives a high number of telephone calls daily and may not be able to respond instantly to each one.

**In writing:** West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield WF1 1LT

**Please note:** The ICB is unable to consider or reconsider the same concerns or complaints you have raised with us.

**Citizens Advice Bureau** also provides information and advice about making complaints.

### **Take it Further.**

If, after receiving our final decision, you remain dissatisfied you can ask the Health Service Ombudsman, to independently review, your complaint.

The Ombudsman is independent of the NHS and free to use. It can help resolve your complaint and tell the NHS how to put things right if it has got them wrong.

The Ombudsman only has legal powers to investigate certain complaints. You must have received a final response from the Practice before the Ombudsman can look at your complaint and it will generally not investigate your complaint if it happened more than 12 months ago unless there are exceptional circumstances.

**Address:** Parliamentary & Health Service Ombudsman  
Tower 30  
Millbank  
London SW1P 4QP

**Phone:** 0345 015 4033

Their lines are open: Monday to Thursday 8.30 am to 5.00 pm | Friday 8.30 am to 12 pm.

Before considering taking this step, we hope you would let us know what aspect of the complaint has not been dealt with satisfactorily and provide an opportunity for us to

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consider whether there is anything further that could be done locally to resolve matters.

For more information, please read our **Complaints Policy**.