

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. A charge may be made for these requests.

**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.*

# SCARBOROUGH MEDICAL GROUP

## COMPLAINTS LEAFLET

### 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  
FAX: 01723 501582

#### SOUTH CLIFF

TEL: 01723 501610  
FAX: 01723 506839

## 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.

## THE TEAM:

**Practice General Partners:** Dr Nicholas Whelan, Dr Kathleen Halloran, Dr Malcolm Abrines, Dr Mark Laws

**Salaried GPs:** Dr Anne Polkey, Dr Shahid Rasheed, Dr Tony Thomas, Dr Jenni Lawrence, Dr Nicola Cole

**Practice Locum Doctors:** Dr Peter Billingsley

**Senior Practice Nurse:** Kathryn Bland

**Practice Nurses:** Debbie Morgan, Fay Hethershaw, Diane King, Lisa Ruffell & Bree Tarrant—Ives

**Treatment Room Nurse:** Lesley Grieve

**Healthcare Assistants:** Heather Smith, Julia Floyd

## Complaints Procedure

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.

Complaints should be in writing and addressed to Debbie Westmoreland (Practice Manager) or to any of the Doctors. Alternatively, you may wish to make an appointment with Debbie in order to discuss your concerns and she will make sure your concerns are dealt with promptly.

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.

This will allow us to give you an explanation, or a meeting with the people involved. 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

## Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed and dated by the person concerned will be needed, unless they are incapable (because of illness) of providing.

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 feel unable to raise the complaint with us or are dissatisfied with the results of our investigation further information is available from the NHS England Customer Contact Centre***

NHS ENGLAND  
PO BOX 16738  
REDDITCH  
B97 9PT

**Tel: 0300 3112233**

**Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

**OR**

***The Parliamentary and Health Service Ombudsman***  
***Millbank Tower***  
***Millbank***  
***London***  
***SW1P 4QP***  
***Tel 0345 0154033***  
***[www.ombudsman.org.uk](http://www.ombudsman.org.uk)***

If you need any help with filing your complaint please contact the group below who will be able to help:

**North Yorkshire NHS Complaints Advocacy Service,**  
**Tower Court Oakdale Road,**  
**Clifton Moor,**  
**York,**  
**YO30 4XL**  
**Tel: 01904 557644**  
**Fax: 01924 438444**

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

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