**Help and Advice (PALS)**

**The Patient Advice and Liaison Service (PALS)** offers confidential advice, support and information on health-related matters.

They provide a point of contact for patients, their families and their carers.

If you are unhappy with aspects of care given involving a hospital, PALS is the best place to seek advice and register concerns or complaints.

**How can PALS help?**

PALS provides help in many ways. For example, it can:

* Help you with health-related questions.
* Help resolve concerns or problems when you’re using the NHS.
* Tell you how to get more involved in your own healthcare.

**PALS can give you information about:**

* The NHS
* The NHS complaints procedure, including how to get independent help if you want to make a complaint.
* Support groups outside the NHS.

PALS also helps to improve the NHS by listening to your concerns and suggestions.

**Your nearest PALS services:**

Alfred Bean Community Hospital – 01482347627

Bridlington and District Hospital - 01723342434

**Practice Contact Information**

**The Park Surgery**

6 Eastgate North, Driffield, East Yorkshire YO25 6EB

**The Nafferton Surgery**

22a High Street, Nafferton, Driffield YO25 4JR

01377 272747

[www.theparksurgerydriffield.nhs.uk](http://www.theparksurgerydriffield.nhs.uk)

**Feedback and Comments**

Have your say and improve your care or treatment we give you any time you visit your GP or have contact with the practice. Pick up a comments form from reception or complete a short NHS Friends and Family form online by visiting our website. Due to the volume of comments received and workload pressures we are unable to respond to all feedback but would like to reassure you that your comments are taken seriously, and appropriate investigations and actions will be taken wherever necessary.

We make every effort to give the best possible service to everyone who attends our practice however we are aware that there may be times when you feel unhappy with the service you have received.

**Keep up to Date**

 Visit us at: [www.theparksurgerydriffield.nhs.uk](http://www.theparksurgerydriffield.nhs.uk)

Follow us on Facebook

**The Park Surgery**

**Comments & Complaints Patient Leaflet**

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| **Surgery Opening Times** |

**The Park Surgery**

Monday: 8:00am to 8:00pm

Tuesday - Friday: 8:00am to 6:00pm

**Nafferton (times may vary)**

Monday: 8:00am to 12:00pm / 1:00pm to 5pm

Tuesday: 8:00am to 12:00pm / 1:00pm to 5pm

Wednesday: 8:00am to 12.00pm

Thursday: 8:00am to 12:00pm / 1:00pm to 5pm

Friday: 8:00am to 12:00pm



**In a medical emergency you should call 999**

**Our 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 resolved easily and quickly, at the time they arise and with the person concerned. However, if this is not possible and you wish to take the matter further, please let us know the details and we will explore the issues you have raised. Our preference is that all complaints are submitted in writing as this means less chance of any communication errors between a patient and staff member, complaints are made in the exact wording wanted by the patient and helps the sharing of information between relevant people here at the surgery. We will accept other forms of complaint communication.

**Who to contact:**

Complaints should be addressed to The Practice Manager.

What happens next:

We will explore the issues you have raised and get back in contact with you as soon as we are able.

When we look into your comments, we aim to find out what happened and hopefully answer the issues you have raised to your satisfaction. We will also take on board any learning from your comments so that we can review our practices and procedures.

**NHS Commissioning Board**

**Where to write to:**

We hope that if you have a problem, you will use the procedure outlined in this leaflet. If you do not feel able to contact us directly to discuss your issue, you can contact NHS England:

**BY POST:**

NHS England Customer Contact Centre, NHS England, PO BOX 16738, REDDITCH, B97 9PT

03003112233 (Monday to Friday 8am- 6pm)

**BY EMAIL:** england.contactus@nhs.net

**To take your issue further**

The use of our procedure does not preclude you from taking the matter further if you are not satisfied.

If your issue is not resolved by the practice, you can take your complaint to the Parliamentary Commissioner for Health (Ombudsman)

**BY POST:**

The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

0345 0154033

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