

Patient Advice and Liaison Service (PALS)

Email: nlg-tr.pals@nhs.net

Write to:

Patient Advice and Liaison Service
Diana, Princess of Wales Hospital
Scartho Road
Grimsby
North East Lincolnshire
DN33 2BA

Phone **03033 306518**

Advocacy support

POhWER support centre

0300 456 2370

Advocacy People

0330 440 9000

Age UK

0800 055 6112

North East Lincolnshire Council

<https://www.northlincs.gov.uk/people-health-and-care/independent-advocacy/>

What if you are not Happy with the Outcome

If you are not happy with the explanation provided or the outcome of the investigation, and you have exhausted all other options, you can refer your complaint to:

The Parliamentary and Health
Ombudsman

Millbank Tower,
Millbank,
London,
SW1P 4QP

or

Citygate, Mosley Street
Manchester

M2 3HQ

Complaints Helpline: 0345 015 4033

Line opens between 09:00 and 16:00

Monday to Thursday, Friday 08.30am to
12:00pm.

E-mail: phso.enquiries@ombudsman.org.uk

Woodfield Medical Centre

Complaints Leaflet

Updated 26/05/26

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Woodfield Medical Centre.

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.

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; our staff are trained to handle complaints. Alternatively, ask to speak to a member of the Patient Liaison Team.

A complaint can be made verbally or in writing. A complaints form is available from reception and our website. Additionally, you can complain via email to:

hnyicb-nel.freshneygreenfeedback@nhs.net

If for any reason you do not want to speak to a member of our staff, then you can request that the NHS Humber and North Yorkshire Integrated Care Board investigates your

complaint. They will contact us on your behalf.

You can contact them by:

Emailing: **hnyicb.experience@nhs.net**

Calling: 01482 957750—Monday-Friday
9.00am-5.00pm.

Writing to: The Experience Team
Humber and North Yorkshire ICB
Health House, Grange Park Lane
Willerby
HULL
HU10 6DT

Time frames 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.

The Patient Liaison team will 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

Woodfield Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Woodfield Medical Centre 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

Woodfield Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Woodfield Medical Centre 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.