

# GRASSINGTON MEDICAL CENTRE

## PATIENT FEEDBACK

The doctors and staff of Grassington Medical Centre would appreciate any feedback from patients.

This may be given via the Practice Manager Liz Henfrey, or if preferred to a member of the Patient Participation Group listed below. Their names are also listed in the Patient Information Leaflet at the reception desk.

Mr David Lusted  
Buckden  
Tel 01756 760877  
[info@dalegarth.co.uk](mailto:info@dalegarth.co.uk)

Mr Doug McLellan  
Kettlewell  
Tel 01756 760221  
[village.shop@btconnect.com](mailto:village.shop@btconnect.com)

Mr Brian Robertshaw  
Grassington  
Tel 01756 752473  
[springroydhouse@hotmail.com](mailto:springroydhouse@hotmail.com)

Mrs Maggie Chester  
Cracoe  
Tel 01756 730489  
[maggiechester@btinternet.com](mailto:maggiechester@btinternet.com)

The practice will acknowledge receipt within two days by letter.

Where a complaint is being made this will be discussed with the patient as soon as possible and investigated promptly and thoroughly.

Patients will normally be informed in writing of the outcome of the investigation within two weeks of the complaint being made.

Records will be kept of all complaints, investigations and responses.

Patients who are not satisfied with the outcome have the right to pursue complaints through the North Yorkshire and York PCT and the Care Quality Commission.

Contact details:

Care Quality Commission  
Finsbury Tower

103-105 Bunhill row  
London EC1Y 8TG Tel 03000 616161

FREEPOST NEA16164  
NHS North Yorkshire and York  
The Hamlet  
Hornbeam Park  
Harrogate HG2 8RE  
Tel 01423 815150

PALS Service Tel 0800 0688000