

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,
or within 12 months of you discovering the incident.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Belvoir Health Group
The Cotgrave Hub
Rivermead
Cotgrave
Nottingham
NG12 3UQ

The Complaints Manager at Cotgrave Surgery is :

Helena Pomeroy

We always hope to be able to resolve your concerns directly with you. However, alternatively you can make a complaint to:

The **Patient Experience Team**, Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU

nnicb-nn.patientexperience@nhs.net

Tel: 0115 8839570

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days.

We will:

- Discuss with the complainant how the complaint will be handled and within what timescale
- Make provision for a written plan, where possible agreed with the complainant, which includes:
 - Details of all parties and how they can be contacted
 - The issues that require addressing
 - The planned outcomes
 - How the matter will be investigated (proportionate to risk)
 - The timescale for the investigation and any interim progress reports to be provided to the complainant
 - How the response will be provided
 - What support has been suggested for the complainant
 - How the practice will provide follow up on any action taken as a result of the complaint as a means of continuous improvement.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with. The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Patients, carers and relatives will not be treated adversely as a result of having complained.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal

with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

Support in making a complaint

If you would like support to make your complaint about an NHS service, you can contact POhWER. This is an independent advocacy service which can help you use the NHS complaints process. You can find more information about POhWER at www.pohwer.net or you can call them on 0300 020 0093.

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk



Belvoir Health Group



Cotgrave Surgery

Complaints Procedure



**Also see separate
Complaints Form
available at Reception**