

Complaining on behalf of someone else

Please note that Dr Rai & Partners keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

Complaining to other authorities

The practice management team hope that if you have an issue with the service you have received, that you will use the Practice Complaints Procedure. However, if you feel that you cannot raise your complaint with us, you can contact either of the follow official bodies:

Patient Experience Team at Greater Nottingham Clinical Commissioning Partnership:-
nnicb-nn.patientexperience@nhs.net
0800 028 3693 option 2 or 0115 883 9570 or write to: Patient Experience Team, Greater Nottingham Clinical Commissioning Partnership, Standard Court, 1 Park Row, Nottingham, NG1 6GN

NHS England, PO Box 16738, Redditch, B97 9PT
England.contactus@nhs.net
FAO: The Complaints Manager.
300 311 2233—Mon-Fri 8am-6pm

Contacting The Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on: 03000 616 161, or
<http://www.cqc.org.uk/contact-us>

Advocacy & OMBUDSMAN

Advocacy Service for NHS Complaints

This is a national service that supports people who want to make a complaint about their NHS care of treatment. Your local service can be found on:

<http://www.pohwer.net/services/nhs-complaints-advocacy>

Tel: 0300 456 2370

OMBUDSMAN

If you have not received a satisfactory response this practice, your local Clinical

Commissioning Group, or NHS England, you can then refer your complaint to the

Parliamentary and Health Service

Ombudsman who investigates complaints about the NHS in England

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or

Text (minicom): 0300 061 4298

Dr Rai & Partners Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNER

Dr Jagjit Rai

Please take a copy

September 2024

Let the practice know your views

The practice is always looking for ways to improve the services that we offer to our patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations, plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Tell us about our service by completing the comments form in this leaflet

- Could you easily get through on the phone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minute of your scheduled appointment time?
- Were our staff helpful and courteous?

Practice complaints procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria

NOTE: if you make a complaint it is the practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care treatment or support.

How To Complain

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Miss Carly Stewart (Practice Manager) who will try to resolve the issue and offer you further advise on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will ensure the practice get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the follow timescales:

***12 months of the incident that cause the problem
OR Within 12 months from when the complaint comes to your notice.***

The Practice will acknowledge your complaint within three working days.

The Practice will offer a meeting/discussion with you to review the complaint and agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what the practice can do to make sure the problem does not happen again.

Complaints and Comments Form

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____