

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this happens, we would wish for the matter to be settled as quickly and as amicably as possible.

How do I make a Complaint?

You can make a complaint **directly to the practice** verbally in person, over the telephone or you can write to or email the practice. The address and email details are on the reverse of this leaflet and can be found on our website: www.drhc.org.uk

Alternatively, you can contact the **Integrated Care Board (ICB)** at:

Write: Patient Experience Team,
Civic Centre, Arnot Hill Park,
Nottingham Road, Arnold,
Nottingham NG5 6LU

Tel: 0115 883 9570
Email: nnicb.nn.patientexperience@nhs.net
Website: notts.icb.nhs.uk

Patients cannot raise the same complaint with the practice and ICB.

Complaints should be made as soon as possible, ideally up to one year after the event. Anyone can make a complaint on your behalf as long as you have given them permission.

Surgery Response Procedure

We are grateful to receive your feedback and once we have received your complaint we aim to resolve this as quickly as possible. We will acknowledge your complaint within three working days and respond after investigation within the timeframe specified to you at the acknowledgement stage of the process. Some complaints may take longer to address but you will be informed of a response time.

Please be assured making a complaint **will not adversely effect your on-going healthcare** at the practice.

We will deal with you **fairly, compassionately** and wish to resolve the situation to a satisfactory conclusion.

Whenever possible, we aim to learn from the complaint and **take action** so that the same event does not happen again.

This is a completely **confidential** process, however, we may share your complaint with other health care professionals if they are involved. This may include hospitals, social care or community health services so that they can assist with resolving the complaint and can address the issues raised.

Can I get Help and Support?

Yes. Support can be provided by **POhWER** who are an independent advocacy organisation offering help and support when making an NHS Complaint. They can assist with writing letters, telephone calls and offer support through the complaints process.

Tel: 0300 020 0093/0300 456 2370
Email: nhscomplaints@pohwer.net
Web: powher.net/nhs-complaints-advocacy

What if I am not satisfied with the outcome?

If you are not happy with the outcome, you can contact the **Health Service Ombudsman** to investigate your case.

Write: The Parliamentary &
Health Service Ombudsman
Citygate, Mosley Street
Manchester
M2 3HQ
Tel: 0345 015 4033
Website: ombudsman.org.uk





Derby Road Health Centre

336 Derby Road, Lenton,
Nottingham NG7 2DW

Tel: 0115 8965 001 www.drhc.org.uk
nnicnb-nn.complaints-drhc@nhs.net

Patient Information Leaflet



Complaints Leaflet

A Patient's Guide to:

**Derby Road
Health Centre**

**NHS Complaints
Procedure**