

What if I am still not satisfied?

We aim to resolve all complaints. However, if you are dissatisfied please let us know and we will look into the matter further.

Following this you can ask the Health Service Ombudsman to investigate your case. The address to contact us:

The Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Helpline : 0345 015 4033

Phso.enquiries@ombudsman.org.uk

Further information is available at
www.ombudsman.org.uk

Practice Address

Clifton Medical Practice
Clifton Cornerstone
Southchurch Drive
Clifton
Nottingham NG11 8EW
0115 9211288

www.cliftonmedicalpractice.co.uk

We would prefer to have the opportunity to answer complaints ourselves in the first instance. However, you may pass your complaint directly to:

Email:
nnicb-nn.patientexperience@nhs.net

Telephone: 0115 8839570 or

By post: Patient Experience Team,
Nottingham and Nottinghamshire
Integrated Care Board, Sir John
Robinson House, Sir John Robinson
Way, Arnold, Nottingham, NG5 6DA

Healthwatch Nottingham:
0115 956 5313 or
www.healthwatchnottingham.co.uk

POhWer:
Telephone: 0300 456 2370
y.yourchoice@pohwer.net

How to make a Complaint, Comment or Compliment about Clifton Medical Practice

We regard your views as an important measure of people's satisfaction with our services. If you have a concern or a complaint please tell us about it.

Learning From You

We are committed to using our resources to provide the best care & services possible. You can help us to improve our service by telling us about your experience – good or bad.

The addresses & contact details for local NHS organisations are listed on the back of this leaflet.

How do I make Comments, Compliments and Suggestions about Clifton Medical Practice?

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 becoming aware of the matter

giving as much detail as you can.

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:

Practice Manager
Clifton Medical Practice
Clifton Cornerstone
Southchurch Drive, Clifton
Nottingham NG11 8EW
Tel 0115 9211288

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt **within 3 working days**, and aim to have looked into the matter within 40 working days, although sometimes it may take longer. 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.

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.

Please be assured making a complaint will not adversely affect your ongoing healthcare at the practice. We will deal with you fairly, compassionately and will endeavour to resolve the situation to a satisfactory conclusion.