

**Dr A G Alurwar, Ms J A Gray, Dr L C Appleby, Miss A M Garcia, Dr J K E Halliley,
Dr C K Ezeokoli, Dr N B Nasrudeen & Dr L Sivakumar
Highcroft Surgery, High Street, Arnold, Nottingham, NG5 7BQ
Tel: 0115 883 2330
Email: nnicb-nn.c84055@nhs.net**

Highcroft Surgery Complaints

Practice Complaints Procedure

Patient feedback is important to us as it helps us to improve the service we provide to patients. We take patient complaints seriously and will attempt to address your concerns to your satisfaction.

How do I make a complaint?

If you wish to complain please contact the Operations Manager, Lorraine Smith, who is also our Complaints First Responder, either in person, by phone or in writing:

Tel: 0115 8832 330

Address: Lorraine Smith, Highcroft Surgery, High Street, Arnold, Nottingham, NG5 7BQ

Online: Via the online form on our Practice website.

If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so.

What Happens Next?

The complaint will be acknowledged within 3 working days. The practice will 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. If this cannot be met, the practice will keep you informed.

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.

Wherever possible, we aim to learn from complaints and take action to avoid similar occurrences.

How do I complain to someone Independent?

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

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

Tel: 0115 8839570

Email: nnicb-nn.patientexperience@nhs.net

HMC

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If you would like further information please follow the link to the ICB website: [Patient Experience and Complaints - NHS Nottingham and Nottinghamshire ICB](#)

However, please note, patients cannot raise the same complaint with the practice and ICB.

Is there a time limit?

A complaint must be made within 12 months of the date of the incident that caused the problem or the date of discovering the problem.

Please remember, the quicker you complain, the easier it will be to investigate the facts.

If you are not satisfied with the outcome?

You can contact the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033.

For more information see their website www.ombudsman.org.uk

Other useful contacts

POhWER, NHS Complaints Advocacy, on 0300 456 2370. For more information see their website www.pohwer.net

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COMMENTS, COMPLAINTS AND SUGGESTIONS FORM

Help us get it right. We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

- Write to us: Highcroft Surgery, High Street, Arnold, Nottingham, NG5 7BQ
- Call us: 0115 883 2330
- Email us: NNESTCCG.C84055@nhs.net
- Hand this form in to reception

Complainant's details

Name _____ Contact number _____

Address _____

I am the patient / relative / friend / carer (please circle)

If you are making a complaint on behalf of another patient, please ask the patient to complete this section wherever possible.

I, _____ hereby give my consent for _____
to make a complaint regarding the care and treatment received by Highcroft Surgery and
herewith consent to the disclosure of confidential information to them for the purpose of
providing information in response to this complaint only.

Signed _____ Print Name _____

Date ____/ ____/ _____

If they are unable to complete this, please tell us why _____

Complaint details: (Include dates, times, and names of practice personnel, if known)

