

## If you are dissatisfied with the outcome

You have the right to approach the  
Parliamentary & Health Service Ombudsman.

Their contact details are:

**The Parliamentary and Health Service Ombudsman  
Millbank Tower**

**30 Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**<http://www.ombudsman.org.uk/make-a-complaint>  
(to complain online or download a paper form).**

You may also approach the Patient Experience Team  
at your local Clinical Commissioning Partnership,  
Healthwatch or the independent advocacy service  
provided by POhWER for help or advice;

The local Healthwatch can be found at:

<https://hwnn.co.uk/contact-us/>

**Tel: 0115 956 5313**

POhWER is able to be contacted at:

<http://www.pohwer.net>

**Tel: 0300 020 0093**

The Patient Experience Team at your local Clinical  
Commissioning Partnership  
can be contacted by either calling 0115 8839570 or  
email [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

**Rivergreen Medical Centre**

## Complaints Procedure Leaflet



**R.M.C.**

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

### Making a Complaint

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

Where you are not able to resolve your problem in this way and wish to make a complaint you should do so as soon as possible after the event and ideally within a few days, giving as much detail as you can, 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

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

You can make your complaint verbally, in person, in writing or by email. If you prefer to make your complaint in writing, complaint forms are available at reception. Please send your completed complaint form to

Louise – Practice Manager  
Rivergreen Medical Centre  
106 Southchurch Drive  
Clifton  
Nottingham  
NG11 8AD

You may also make your complaint directly to the NHS who commission our service:

By telephone: 01158839570  
By email: [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

By post: Patient Experience, Nottingham ICB,  
Civic Centre, Arnot Hill Park, Nottingham  
NG56LU

### What We Do Next

We aim to settle complaints as soon as possible.

We will acknowledge receipt within three working days, and aim to resolve the matter within 25 working days or sooner if possible. You will 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. We will 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 wish to do so.

Where your complaint involves more than one organisation (e.g. social care services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. The investigation of these complaints may take longer where your complaint has been initially sent 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 refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) 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. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Consent 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, accident or lack of mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

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