



Hucknall Road Medical Centre welcomes

complaints. They not only

ensure that people can have their concerns properly addressed but that they receive the best service to improve people's health and care.

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 Operational Manager Themie either in person, by phone or in writing:

Tel: 0115 9606652

Address: Hucknall Road Medical Centre, Kibworth Close, Nottingham, NG5 1NA

Online: <https://florey accurx.com/p/C84078>

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
Civic Centre
Arnot Hill Park
Nottingham Road
Arnold
Nottingham
NG5 6LU

Tel: 0115 8839570

Email: nnicb-nn.patientexperience@nhs.net

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



Hucknall Road **Medical Centre**



COMPLAINTS

**Unhappy with the
service you have
received?**

**Don't be afraid to speak
up! We value your
feedback to improve our
service.**