

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

DR K BOLSHER, DR K WILKINS, DR K NGU & DR P PARKER

Rainworth Surgery, Rainworth Primary Care Centre,
Warsop Lane, Rainworth, Nottinghamshire NG21 0AD

Telephone: 01623 794293

RAINWORTH SURGERY

COMPLAINTS PROCEDURE

If you are dissatisfied with the service you have received from the practice, let us know. We operate a complaints procedure as part of the NHS and Social Care system for dealing with complaints.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks, as this will help us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:-

- Within 12 months of the incident happening, or
- Of becoming aware of the problem

Complaints may be made verbally or in writing:

Complaints made verbally can be taken by any member of the practice. If your complaint cannot be resolved immediately by that person, it may be referred to the Reception Manager.

If the complaint is of a non-clinical nature, it must be made in writing to the Reception Manager at the following address:

Rainworth Surgery

Rainworth Primary Care Centre

Worsop Lane, Rainworth

Notts

NG21 0AD Tel: 01623 794293

Please be as specific as possible about your complaint.

What we will do

The member of staff will discuss the nature of your complaint with you. If the complaint cannot be resolved to your satisfaction no later than the next working day, the practice's formal complaints procedure will be followed. If you would like a full copy of the procedure, this can be obtained from the surgery.

The complaint report will be referred to the Reception Manager for investigation. The Reception Manager will, within 5 working days of the receipt being received, contact you to acknowledge receipt of the complaint in writing. Included in the letter will be the likely period for the completion of the investigation and responding to you.

Your complaint will be investigated by the Reception Manager, and you will be provided with a written response as soon as reasonably practicable, usually within 21 working days.

If your complaint of a clinical nature, it will be investigated by the Senior GP Partner as 'responsible person'.

When we look into your complaint, we will aim to:

- Find out what happened and what, if anything, went wrong
- What should be done to put things right
- Make sure you receive an apology if this is appropriate
- Identify what we can do to make sure the problem is not repeated.

Complaining on behalf of another person

The practice maintains strict rule regarding confidentiality. If you wish to make a complaint on behalf of another person, you will need to provide the practice with a letter of consent signed by the patient.

Your rights

We hope that if you have a problem you will let us know as soon as possible, as we believe this will give us the best chance of correcting whatever has gone wrong and provide us with the opportunity to improve our practice.

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. If you wish to contact them their details are as follows :

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