

# The Linden Medical Group

## Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

### **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for the Linden Medical Group, please let us know.

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 sorted out 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 – because this will enable 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 that caused the problem; or
- Within 12 months of discovering that you have a problem,

The Practice Supervisor will be pleased to deal with any complaint. He/she will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to **Mrs Catherine Spare** (Practice Supervisor)

***In writing*** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the Linden Medical Group for the attention of The Practice Supervisor as soon as possible.

Mrs Catherine Spare  
The Linden Medical Group  
Stapleford Care Centre  
Church Street  
Stapleford  
Nottingham NG9 8DA

## What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge your complaint within 3 working days and aim to have investigated your complaint within 28 working days of the date when you raised it with us. We shall then be able to offer you an explanation, or a meeting with the people involved. If your complaint is likely to take longer to investigate, we will write to you to advise you of this.

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

- find out what happened and what went wrong make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.
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At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint. NHS England will direct you to the complaint manager who provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide.

### **You can contact the Integrated Care board:**

From 1 July 2023, if you wish to make a complaint about primary care, please contact the service directly. Alternatively,

Email [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

Telephone: 0115 8839570 or

By post: Patient Experience Team, Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU

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

### **P.A.L.S**

The Nottinghamshire County Patient Advice and Liaison Service provides information and advice on local NHS services for patients, their families and carers and is often the first point of contact for residents who live in the Nottinghamshire County area. They can also give you help and advice on how to complain about NHS Services, including this practice PALS can be contacted by either calling 0800 028 3693 or e-mail [pals.south@nottspct.nhs.uk](mailto:pals.south@nottspct.nhs.uk)

### **POhWER**

If you consider that you require further assistance or support in making a complaint about the NHS you may wish to contact POhWER. This organisation is independent of the NHS, their services being both confidential and free of charge. POhWER may be contacted as follows:

Telephone 0300 456 2370

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

### **(PHSO)**

You also have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed. The address is:

The Parliamentary & Health Services Ombudsman

Millbank Tower

Millbank

LONDON SW1P 4QP

Telephone 0345 0154033

Email is [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Fax is 0300 0614000

The PHSO would normally expect any request to be lodged within 12 months from the date when you became aware that you had cause to complain. However, you are encouraged to make the approach as soon as possible after local resolution is complete”.

### **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