



Melbourne Road
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(appointments only)

E-mail:
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DR. D. RIDLEY MRCGP
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How to make a Complaint, Comment or Compliment about Melbourne Park Medical Centre

We regard your views as an important measure of people's satisfaction with our services. If you have a concern or a complaint please tell us about it.

Learning from You

We are committed to using our resources to provide the best care and services possible. You can help us to improve our service by telling us about your experiences – good or bad.

The addresses and contact details for local NHS organisations are listed on the back of this leaflet.

How do I make Comments, Compliments and Suggestions about Melbourne Park Practice?

Contact a member of the Management Team; Emma Ward (Practice Manager,) Christine Hall (Assistant Practice Manager) and Martin Bosworth (Reception Manager) and they will be happy to discuss any issues with you.

If you would prefer not to speak to someone at the Practice please contact:

NHS England Board customer contact centre: 0300 311 22 33

How do I raise a concern about our service or request information?

We will work to resolve any concerns you may have. If you feel unable to talk directly with the staff member concerned please contact one of the Management Team and they will help to sort out problems quickly.

How do I make a complaint about our service?

Wherever possible you should speak to someone involved in your care as it may be possible to sort out the problem straight away. You can also contact the Management Team by email or phone or if you prefer to speak to someone separate from the Practice you can contact the :

NHS England Board customer contact centre: 0300 311 22 33
England.contactus@nhs.net PO Box 16738, Redditch, B97 9PT

Or
POhWER on 0300 020 0093

Making a complaint will not put your care at risk.



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Who can make a complaint?

You can make a complaint on your own behalf or on behalf of a child, or someone who has died. If you have another person's permission, you can complain on their behalf.

Do I have to make my complaint in writing?

No. You can make your complaint verbally or in writing, whichever you prefer.

Is there a time limit for making a complaint?

Yes. Your complaint should be made as soon as possible either within six months of the event or within six months of you realising that you have something to complain about. The maximum time limit is 12 months from the event. However, if there were reasons why the complaint could not be made within these timescales, please discuss these with a member of the Management Team.

Can I get help and support to make a complaint?

POhWER is an organisation that is able to support you when making a complaint. You can contact them on 0300 020 0093
yourvoiceyourchoice@pohwer.net

You can also contact the NHS Advocacy Helpline for support or information on 0300 330 5454

What will happen once I make my complaint?

Your complaint will be fully investigated we will aim to resolve the concern and take appropriate action, where needed, to prevent the incident from happening again. Your rights to confidentiality will be respected throughout the investigation.

How long will it take?

You should receive a written acknowledgement within two working days and a **full written reply** from the practice within 10 working days, if the investigation takes longer than 10 working days to complete, we will keep you informed of progress.

What if I am still not satisfied?

If you are not satisfied with the outcome of your complaint, please contact the surgery and we will see what more we can do to resolve your complaint. You can also contact the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and can review complaints about the NHS. You can contact them on: 0345 015 4033 or
phso.enquiries@ombudsman.org.uk