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| **COMPLAINING ON BEHALF OF SOMEONE ELSE**  Please note that WEST BRIDGFORD MEDICAL CENTRE keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.  **COMPLAINING TO OTHER AUTHORITIES**  The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.  However, if you feel you cannot raise your complaint with us, you can contact:  Patient Experience Team  **Nottingham and Nottinghamshire ICB**  **Sir John Robinson House**  **Sir John Robinson Way**  **Arnold**  **Nottingham**  **NG5 6DA**  Tel: 0115 8839570  Email: [nnicb-nn.patientexperience@nhs.net](mailto: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](https://notts.icb.nhs.uk/contact-us/patient-advice-and-complaints/)  You cannot complain about the same thing to both the practice and the ICB at the same time. |

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| **PALS, NHS Complaints Advocacy & OMBUDSMAN**  **PATIENT ADVISORY LIAISON SERVICE (PALS)**  PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.  Go to the website for assistance  [What is PALS (Patient Advice and Liaison Service)? - NHS (www.nhs.uk)](https://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service/)  **NHS COMPLAINTS ADVOCASY**  Tele: 0300 303 1660  Email [helpline@voiceability.org](mailto:helpline@voiceability.org)  **OMBUDSMAN**  If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.  You can call the Ombudsman’s Complaints Helpline on 0345 015 4033 or http://www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298.  **CQC**  If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on  Tel: 03000 616161, or visit the following  website: http://www.cqc.org.uk |

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| WEST BRIDGFORD MEDICAL CENTRE  Complaints & Comments Leaflet  LET THE PRACTICE KNOW YOUR VIEWS |

PARTNERS

Dr D S Ottey

Dr Sunita Rana

**Please Take a Copy**

*(Revised September 2023)*

**LET THE PRACTICE KNOW YOUR VIEWS**

WEST BRIDGFORD MEDICAL CENTRE is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don’t meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Tell us about your experience by completing the form.

**PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** 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.

**COMPLAINTS AND COMMENTS FORM**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of complaint / comment:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Details:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HOW TO COMPLAIN**

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact The Practice Manager who will try to resolve the issue and offer you further advice on the complaint’s procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

* Within 12 months of the incident that caused the problem

**OR**

* Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within 3 working days of receipt of the complaint.

The Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

* Ascertain the full circumstances of the complaint
* Make arrangements for you to discuss the problem with those concerned, if you would like this
* Make sure you receive an apology, where this is appropriate

Identify what the practice can do to make sure the problem does not happen again