

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that THE ALICE 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 you will use the practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you can complain directly to NHS England.

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](#)

## **CONTACTING THE CARE QUALITY COMMISSION**

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.

Tel: 03000 616161

## **POhWER & OMBUDSMAN**

### **POhWER**

If you need help in making your complaint then POhWER can support you. They can also help you understand the process. POhWER are free, independent and confidential.

**Web:** [www.pohwer.net](http://www.pohwer.net)

**Tel:** 0300 456 2370

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

POhWER  
PO Box 14043  
Birmingham  
B6 9BL

### **OMBUDSMAN**

As a last resort, 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.

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4AP

**Tel:** 0345 015 4033

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

THE ALICE MEDICAL CENTRE

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## GP LEAD

Dr TOLULOPE ATIOMO

## REGULAR TUESDAY GP

DR FIOLA ONUOHA

## PRACTICE MANAGER

HELEN WILKINSON

***JULY 2023***

## LET THE PRACTICE KNOW YOUR VIEWS

THE ALICE 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 OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET**

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### **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:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## 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 complaints 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 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 1 month of the date you raised it with us. Please note that more complex complaints may take longer. At this stage you should be offered an explanation or a meeting with the person(s) involved. 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

## COMPLAINTS AND COMMENTS FORM

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

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

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

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

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

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