

Alternative Organisations

Although the practice welcomes the opportunity to investigate your complaint, you may prefer to choose to make your complaint to NHS England

✉ NHS England, PO Box 16738, Redditch, B97 9PT

☎ 0300 311 2233

💻 england.contactus@nhs.net

If you are not satisfied with the outcome of your complaint please let us know and we will do our best to address your concerns. If you remain dissatisfied you can ask the Parliamentary Health Services Ombudsman to independently review your case

✉ The Parliamentary and Health Service Ombudsman, Milbank Tower, Milbank, London SW1P 4QP

☎ 0354 045 4033

💻 phso.enquiries@ombudsman.org.uk

JRB Healthcare

439 Beechdale Road, Nottingham, NG8 3LF

Tel: 0115 9290754

Web: <https://jrbhealthcare.co.uk>

Principle GP: Dr Chaitra Hodegere

JRB Healthcare

Our values are based on trust, openness, honesty and transparency.

Our aim is to put you the patient at the heart of everything we do, applying the highest standards of clinical knowledge to our practice. We want to reach every member of our practice population, delivering services that are tailored to the individual's needs. Our emphasis is on quality and safety and we share and learn together as a team, respecting and supporting one another in achieving our objectives.

We listen

Our guide to being heard

This is our guide to raising concern and complaints about the services we provide or the care you, or someone close to you has received.

Please do not hesitate to speak to a member of our team about your concerns as it is often possible to resolve matters straightaway.

Making a Complaint

If you have a complaint or concern about the service you have received from our Practice please let us know; patient feedback is important to us as it gives us the chance to improve when things are not working as well as they could be.

Most concerns can be sorted out quickly and easily, often at the time they arise and with the person concerned. If your concern cannot be sorted out in this way and you wish to make a complaint, you should let us know as soon as possible; this will enable us to establish what happened more easily.

Complaints should normally be made within 12 months, or within 12 months of becoming aware that you have something to complain about. These limits may be waived if there is a good reason why you could not complain earlier and if we are able to investigate the complaint fairly and effectively despite the delay. Complaints can be made either verbally or in writing; we have a complaint form that may be used for this. All verbal complaints will be recorded in writing by the Practice and you will be offered a copy of the written record.

Complaining on behalf of someone else

We are required to maintain patient confidentiality. Therefore, if you are complaining on behalf of someone else, we will require their permission in order to be able to provide you with any feedback beyond the initial acknowledgement of your complaint. Please be assured, where complaints are made and we are unable to provide feedback, we will still record and look into your concerns.

What will happen next

We will acknowledge your complaint within 3 working days. This could be in writing, by email or verbally, depending on how you first raised your concern. This acknowledgement will include an offer to discuss your concern at that stage - this is often helpful for complex issues.

We will then aim to respond to your complaint within 40 days of the complaint being raised with us. Although sometimes this may take longer; in these cases we will contact you and explain why we need more time.

We will respond to your concerns in writing or verbally. When we respond to complaints and concerns we aim to:

Find out what happened and why

- Advise you what we will do to put matters right
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the situation does not happen again

Help with making a complaint

Please ask any member of the Practice Team if you need assistance with making a complaint. Alternatively, assistance is available from the Independent Complaints Advocacy Service

✉ POhWER, PO Box 45043, Birmingham, B6 9BL
☎ 0300 020 0093
💻 www.pohwer.net