

Howdale Group Practice

Complaints Process

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Howdale Group Practice. We understand we may not always get everything right and by telling us about the problem you have encountered, we will try to improve our services and patient experience. We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, but this may need to be a booked appointment.

You can also hand in or send us your complaint via letter or email:

Howdale Group Practice, Howdale Road, Downham Market, Norfolk, PE38 9AF
howdale.surgery@nhs.net

Alternatives

If for any reason you do not want to speak to a member of our staff, you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH
01603 595857
Nwicb.complaintsservice@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will respond to within three business days to acknowledge your complaint. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

Further action

If you are dissatisfied with the outcome of your complaint from either Norfolk and Waveney ICB or this organisation, you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank, London, SW1P 4QP **or** Citygate, Mosley St., Manchester, M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk