

If you wish the practice to handle the complaint please address your written correspondence to:

**The Complaints Team**

Dr Zafar & Partners  
Danes Camp & Rillwood Medical Practice Partnership  
Danes Camp Medical Centre  
Rowtree Road  
East Hunsbury  
Northampton NN4 0NY

**Email:** [rillwood.k83020@nhs.net](mailto:rillwood.k83020@nhs.net) or  
[danescamp.k83610@nhs.net](mailto:danescamp.k83610@nhs.net)

In the subject line please put “*For the attention of the Complaints Team*”

**If you do not wish the practice to deal with your complaint** you may contact:

**NHS Northamptonshire Integrated Care Board**

Patient Experience Team  
Haylock House  
Kettering Parkway  
Venture Park  
Kettering  
NN15 6EY

Tel. 01604 476777

**By email:**  
[northantsicb.patientexperience@nhs.net](mailto:northantsicb.patientexperience@nhs.net)

**INDEPENDENT COMPLAINTS ADVOCACY SERVICE (VOICEABILITY)**

**ICAS** can help if you or someone you know has not had the care or treatment you expect to receive from NHS services and you want to complain. Otherwise known as *NHS Complaints Advocacy* – this service is independent of the NHS, confidential and free.

**NHS Complaints Advocacy (VoiceAbility)**

Mount Pleasant House  
Huntingdon Road  
Cambridge  
CB3 0RN  
Tel: 0300 330 5454

E-mail: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

Website: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

Website: [www.voiceability.org/support-and-help/services-by-location/northamptonshire](http://www.voiceability.org/support-and-help/services-by-location/northamptonshire)

**Dr Zafar & Partners  
Danes Camp & Rillwood  
Medical Practice Partnership**

**Complaints, Concerns  
& Compliments Leaflet**

LET THE PRACTICE KNOW YOUR VIEWS

**PARTNERS**

Dr Azhar Zafar  
Dr Kashif Zaman  
Dr Asim Chishti  
Dr Ayesha Azhar  
Dr Haroon Butt

**Please Take a Copy  
Rillwood Medical Centre  
Tel. 01604 405006**

18/12/2023

## LET THE PRACTICE KNOW YOUR VIEWS

Dr Zafar & Partners 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

### KEY STAGES

**Stage 1:** In the first instance please discuss your complaint with the staff member concerned and try to resolve things informally. If you are still not happy after trying informal resolution the next step is to make a formal written complaint to the practice (known as the service provider)

**Stage 2:** Where the issue cannot be resolved at this stage, please ask to speak with our 'Complaints Team' 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. One reason is that it is often easier to investigate an issue which happened recently. Please provide your name, and a clear explanation of your complaint.

**Stage 3:** The Practice will inform you of the anticipated timescale for investigating your complaint and resolving the issues.

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
- Arrange for you to receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

If it is not possible for you to raise your complaint immediately, please let us have details of your complaint within twelve months of the incident happening or within twelve months of realising that you have concerns. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. The Practice will acknowledge your complaint within three working days and a timescale indicated for investigating your complaint and resolving the issues.

**Stage 4:** If you are not happy with the outcome of the practice investigation you can phone or write to the person handling your complaint and explain why you're still not happy. You could also request a resolution meeting to talk about your complaint issue face to face.

If you are invited to meet staff to discuss the complaint, you can take a friend or relative to support you. The NHS may also offer a Conciliation and Mediation service. This means that someone neutral and independent will attend a confidential meeting with you and the NHS staff involved, to make sure everyone is able to express their views (please see overleaf for contact details of the *Independent Complaints Advocacy Service*).

**Stage 5:** If you want to make a complaint to the Commissioner who commissions Primary Care Services (GPs, Pharmacies, Dentists or Opticians) you will now need to contact Northamptonshire Integrated Care Board instead of NHS England (see overleaf for contact details).