

The Care Quality Commission

Drayton Medical Practice is registered with the Care Quality Commission (CQC) to provide Primary Medical Services.

The CQC makes sure that Health and Social Care services provide people with safe, effective, compassionate, high-quality care.

If you have concerns about the standards of care or safety at Drayton Medical Practice, or if you have a comment about your own care, you can tell the CQC about it.

You can contact the CQC via their website: www.cqc.org.uk. Click on the 'GP services' tab and search for Drayton Medical Practice by name, location or postcode, then complete the 'Your Experience' form

Drayton Medical Practice
Manor Farm Close
School Road
Drayton
Norfolk
NR8 6EE
01603 867532
nwicb.draytonreception@nhs.net

How we use your comments

We value feedback as this helps us to quality assure our services.

We keep a log of all complaints and monitor our response times.

We look for trends or themes in patients' comments to check how we are doing.

We discuss complaints at monthly Clinical Governance Meetings

We learn from complaints and comments and where possible we adapt our services to prevent problems from happening again.



Drayton Medical Practice

Drayton, Horsford and St Faiths Surgeries

**Drayton Medical
Practice**

Complaints Leaflet

**Information for
Patients**

If you have a complaint about the service you have received from Drayton Medical Practice, please let us know.

How to complain

We hope that most problems that arise can be sorted out easily and quickly. This is easier to achieve when the concern is raised at the time and with the person concerned.

If you wish to make a formal complaint, please do so as soon as possible, to help us establish what has happened and rectify the situation in a timely way.

To make a complaint please either send us an email nwicb.draytonreception@nhs.net or visit our website www.draytonmedical.nhs.uk and click on Practice Information – Feedback and complaints. Please be as specific as possible.

The Compliance and Complaints Lead will ensure that your concerns are addressed promptly and will contact you to discuss this further.

We value our patients views and see complaints as a learning opportunity to improve the service we provide.

Complaining on behalf of someone else

If you are not the patient, but are complaining on their behalf, you must have their permission to do so.

We will need to see written consent from the person concerned to enable us to discuss any complaint further.

What we will do

1. We will acknowledge your complaint within 3 working days, and we aim to fully investigate your concerns within 10 working days from the date we received your complaint.
2. If we expect it to take longer, we will contact you and explain the reason for the delay. We will tell you when we expect to finish the investigation.
3. When we investigate your complaint, we will investigate the circumstances, speak to any members of staff who are involved and make sure that you receive an apology, if this appropriate.
4. You will receive a written response detailing the result of the investigation.

What can you do if you are not satisfied with our investigation or explanation?

If you are not satisfied with the way in which we have handled your complaint, or the outcome of our investigation, you may refer the matter to:

Customer Contact Centre (CCC)
NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33
Email: england.contactus@nhs.net

If you remain dissatisfied after contacting NHS England, you can address your concerns to:

The Parliamentary and Health
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 0154033
www.ombudsman.org.uk
Email: phso.enquiries@ombudsman.org.uk