



PRACTICE COMPLAINTS FORM

Name:

Address:

Post Code:

Signed:

Date:

Nature of Complaint: Please describe your complaint in as much detail as possible. Please continue overleaf if necessary

For practice use only

Code:

Summary:

Learning Points:

Actions:

Lead Person:

Review date:

Signed:

Date:



PRACTICE COMPLAINTS PROCEDURE

Patient feedback is important to us as it helps us to improve the service we provide to patients. We take patient complaints seriously and will attempt to address your concerns to your satisfaction. You will not be treated adversely as a result of having complained.

HOW DO I COMPLAIN?

Please choose one of the following options:

- Telephone the surgery on 01636 702363. **If available**, you will be transferred to a senior member of the practice team who will be happy to hear your complaint.
- If you are in the practice, ask to speak to a senior member of the practice team. They will be pleased to talk to you **if they are available** to do so.
- Fill in a [Complaints Form](#) and post it back to the practice or deliver it back by hand. Please address your envelope clearly to the complaints manager.
- E-mail your complaint to nnicb-nn.lombardcomplaints@nhs.net

WHAT HAPPENS NEXT?

- If you speak to a senior member of the practice team face-to-face or on the telephone, every effort will be made to resolve your complaint within 24 hours. You will be informed if further investigations are necessary, in which case you will receive a letter once the investigation is complete.
- If you send in a written complaint, this will be acknowledged within 3 working days. If further investigations are needed, you will be informed at this time. You will then receive a further letter when investigations are complete.

WHAT IF I WANT TO COMPLAIN TO SOMEONE INDEPENDENT?

We would prefer to have the opportunity to answer complaints ourselves in the first instance. However, you may pass your complaint directly to:

Email nnicb-nn.patientexperience@nhs.net

Telephone: 0115 8839570 or

By post: Patient Experience Team, Sir John Robinson House, Sir John Robinson Way, Arnold, Nottingham, NG5 6DA

If you would like further information please follow the link to the ICB website:

<https://notts.icb.nhs.uk/contact-us/patient-advice-and-complaints/>

However, please note, patients cannot raise the same complaint with the practice and ICB.

IS THERE A TIME LIMIT FOR MAKING COMPLAINTS?

A complaint must be made within 12 months of the date of the incident that caused the problem or the date of discovering the problem.

Please remember, the quicker you complain, the easier it will be to investigate the facts.

If you are not satisfied with the outcome?

You can contact the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033.

For more information see their website www.ombudsman.org.uk

Other useful contacts

- The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.
You can contact PALS on 01636 685692 or by writing to:

Newark Hospital, Boundary Road, Newark, Nottinghamshire, NG24 4DE

- POhWER, NHS Complaints Advocacy, on 0300 020 0093. For more information see their website www.pohwer.net