COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Victoria and Mapperley Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you can complain directly to our commissioners.

NHS Nottingham and Nottinghamshire ICB Patient Experience Team Civic Centre Arnot Hill Park Nottingham Road Nottingham NG5 6LU

Tel: 0115 8839570 Email to: nnicb-nn.patientexperience@nhs.net Website: www.notts.icb.nhs.uk/contact-us

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission.

Tel: 03000 616161 Website : www.cqc.org.uk

POhWER & OMBUDSMAN

<u>POhWER</u>

If you need help in making your complaint then POhWER can support you. They can also help you understand the process. POhWER are free, independent and confidential.

Web:www.pohwer.netTel:0300 456 2370Email:pohwer@pohwer.net

POhWER

PO Box 17943 Birmingham B9 9PB

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4AP **Tel:** 0345 015 4033 **Wesbite:** <u>https://www.ombudsman.org.uk/</u>



Complaints & Comments leaflet

Partners Dr H A R Mawji, Dr F Elias, Dr L Gaden, Dr C Nightingale, Dr L Baig Dr L Wheeler

Practice Manager Sintija MacQueen Deputy Practice Manager Gillian Crawford Reception Manager Stewart Bailey

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the management 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. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint no later than 12 months after the date on which the matter, which is the subject of the complaint occurred or, if later, the date on which the matter which is the subject of the complaint came to your notice.

The practice will acknowledge your complaint, in writing within two working days. We will make a written response within twenty working days from the acknowledgement. We will offer to discuss your complaint with management or with a doctor. We will identify what the practice can do to make sure the problem does not happen again.

If, despite our efforts, you think your complaint has not been dealt with adequately, we will advise you how you may pursue your complaint elsewhere.

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

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. You can contact the practice by:

Email: nnicb-nn.c84085@nhs.net

Telephone: - 0115 9691166

Post: - Please write to Victoria and Mapperley Practice, 1 Glasshouse Street, Nottingham NG1 3LW In person: please fill in the complaints leaflet.

LET THE PRACTICE KNOW YOUR VIEWS

Victoria and Mapperley Practice 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?

COMPLAINTS AND COMMENTS FORM

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