



## **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. We operate an informal in house procedure to deal with your complaints. However, this procedure cannot apportion blame, confirm negligence or provide compensation. N.B. In some cases, the in house complaints procedure may not be appropriate, and in these circumstances you will be referred to the correct authority.

### **How To Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days – as this will enable us to establish what happened more easily.

### **Who to Complain To:**

Complaints should be addressed to Sue Altoft, Practice Manager on a Complaints form available from Reception or by letter. Alternatively you may ask for an appointment with Sue Altoft to discuss your concerns. She will explain the complaint procedure to you and will make sure that your concerns are dealt with promptly, although you may still have to complete a Practice Complaints form.

### **What the Practice will do:**

We will acknowledge your complaint form/letter within 2 working days of receipt. If the complaint is unable to be dealt with appropriately by our procedure we will refer you to the correct authority. If the complaint is suitable to be dealt with by our in-house procedure we aim to have addressed it within 28 working days from the date raised. In some instances more time may be required.

When we look into a complaint, we aim to:-

- Find out what happened and what went wrong (if anything).
- Allow you the opportunity to discuss the problem with those concerned.
- Ensure you receive an apology, where appropriate.
- Identify actions to ensure the problem does not reoccur. Explain any actions taken.

### **Complaining on behalf of someone else:**

Please note we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, written authority from the person concerned is required (see the additional sheet provided with the Complaints form). Prior authorisation does not apply where the person concerned is incapable of providing it (i.e. illness or death).

### **If you do not wish to complain 'in-house':**

Please contact the NHS Commissioning Board at NHS England, PO Box 16738 Redditch, B97 9PT. Telephone: 0300 311 22 33 or visit the website at [www.england.nhs.uk](http://www.england.nhs.uk).

**PTO**

**HealthWatch Derby**

We hope that if you have a problem, you will use the Practice Complaints Procedure. This gives us the opportunity to improve our service. This does not affect your right to approach Health Watch Derby based at The Council House, Corporation Street, Derby, DE1 2FS. Telephone: 01332 643988.

**Care Quality Commission (CQC)**

If you wish to contact The Care Quality Commission (CQC) you can telephone the National Customer Service Centre on 03000 616161, write to them at CQC National Customer Service Centre Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA or email through their website [www.cqc.org.uk](http://www.cqc.org.uk).

**Parliamentary Health Service Ombudsman**

We hope that we are able to address your concern through our local resolution procedures however you do have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed.

The address is The Parliamentary & health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Please Note:**

The Practice recognises the right for a person to complain and will deal with it appropriately. Investigating complaints is time consuming and this time may have been otherwise spent on patient care. Please therefore only make a complaint if you genuinely believe you have a reasonable grievance.

WILSON STREET SURGERY

11 WILSON STREET DERBY DE1 1PG Telephone 01332 344366 Fax 01332 348813  
Dr James Daniells, Dr Jill Fletcher, Dr Jayne Nuttall, Dr Mohammad Munir, Dr Sharon Burton,  
Dr Komal Raj, Dr Drew Smith, Dr Laurence Higgs, Dr Toyosi Nkwam, Dr Emily Beattie