

## Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.**

### **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem.

Janette Cavanagh the Assistant Practice Manager, will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to Janette

***In writing*** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and we will try to resolve your complaint as quickly as possible. However, in certain circumstances a full response may take longer than first anticipated but we will keep you informed if this is the case. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify if there is anything we can do to ensure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either person or in writing.

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

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A consent form (obtainable from reception) signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However under the new NHS Complaints procedure you have the right to approach the local Primary Care Trust Complaints Team to manage your complaint instead of the practice.

The Patient Advice and Liaison Service based at Derbyshire County PCT can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS  
Telephone 0800 7837279 between 9am and 4.30pm Monday to Friday

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Health Service Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service

**The Parliamentary and Health Service Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London**  
**SW1P 4QP**

Tel: 0345 0154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Help us get it right**

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better



**Church Farm Primary Care Centre**  
**Ripley**  
**Derbyshire**  
**DE5 3TH**

**Telephone: 01773 514130**

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