

## 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 this Practice, please let us know. We operate a Practice complaints procedure as part of a National Health Service system for dealing with complaints. Our complaints system meets national criteria.

### 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 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 twelve months of the incident that caused the problem

OR

- After twelve months of the incident only if you could not have known about the issue within the initial twelve months

Complaints should be addressed to The Practice Partnership Manager who is responsible for handing all complaints. Alternatively, you may ask for an appointment with them in order to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Under regulations introduced in April 2009 you can, if you prefer, or if you do not feel your complaint has been dealt with satisfactorily at Practice level you can either write directly to NHS England, PO Box 16738, Redditch, B97 9PT, or telephone on 0300 311 22 33 (Mon to Fri 8am to 6pm, excluding English Bank Holidays), or electronically by using the commissioning board's email address:

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### What we shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. 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

Peak & Dales Medical Partnership  
Bakewell Medical Centre & Tideswell Surgery

- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

### 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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### Support with your complaint

If you require assistance in making your complaint to the Practice, an independent Complaints Advocacy Service is available for Derbyshire [www.pohwer.net](http://www.pohwer.net).

Their address is PO Box 14043, Birmingham B6 9BL, telephone number 0300 456 2370 and email address [pohwer@powher.net](mailto:pohwer@powher.net)

POhWER have a contract with with the NHS to help people who wish to bring a complaint about any part of the NHS

In addition, should any patient wish to make a complaint about any commissioning decisions made by the local Clinical Commissioning Group, the Patient Advice & Liaison Service is available to assist patients through the process for this on Freephone number 0800 0323235, via email [derbyshirepals@gemcsu.nhs.uk](mailto:derbyshirepals@gemcsu.nhs.uk) or post PALS (GEM) Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT

### Complaining to the Health Services Ombudsman

If your complaint can not be satisfactorily resolved through the above process, you have the right to take the matter to the Health Services Ombudsman.

You can contact the Ombudsman by post at

The Parliamentary and Health service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: <http://www.ombudsman.org.uk/about-us/contact-us>