

**If you are dissatisfied with the  
outcome**

You have the right to approach the  
Health Service Ombudsman.

Their contact details are:

**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)**

The practice Complaints Manager is:

Sarah Morcom – Practice Manager

**If you require this information in an  
accessible information standard such  
as large print, Easy Read or Braille,  
please contact the practice**

**Derwent Medical  
Centre  
26 North Street  
Derby  
DE1 3AZ  
01332 292939  
Email [SDERCCG.C81652-  
Reception@nhs.net](mailto:SDERCCG.C81652-<br/>Reception@nhs.net)**



**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 the NHS system for dealing with complaints. Our complaints system meets national criteria.

## Making a Complaint

We hope most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident or
- Within 12 months of discovering that the incident has caused a problem

### **Who to Contact:**

Complaints can be made in a number of ways.

**Initially, complaints should be made to the practice** either

- a) verbally in person to any member of staff
- b) verbally via the telephone to any member of staff
- c) In written form or email to: The Practice Manager
- d) Indirectly through other agencies such as NHS Complaints Advocacy Service, an independent, free and confidential service that offers support to patients with an NHS complaint. Tel 0300 330 5454

Or (not both) **NHS England**

PO Box 16738, Redditch B97 9PT

Updated July 2016

## What we shall do

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we aim to:

- Find out what happened and why,
- Make it possible for you to discuss the issue with those involved if you would like to do so.
- Identify what we can do to ensure the problem doesn't happen again

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Consent Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.