

Patient Complaints Procedure



Information Leaflet

Bilborough Medical Centre
Assarts Farm Medical Centre

Complaint form

Name: _____

Address: _____

Telephone: _____

Date of Complaint:

Details: _____

Continue on a sheet of paper if necessary and return with this form

Signed: _____

Date: _____

Return to: The Practice Manager,
Parliament Street Medical
Centre, 79a Upper Parliament
Street, Nottingham, NG1 6LD

At a last resort

If you are not happy with the response to your complaint, you can refer your complaint to the **Parliamentary and Health Service Ombudsman** who investigate complaints about the NHS in England. You can:

- **Visit the website:** ombudsman.org.uk.
- **Call the helpline on:** 0345 015 4033.
- **Write to:** Citygate, Mosley Street, Manchester, M2 3HQ

You can also ask the **Care Quality Commission** to review your complaint. The commission is independent to the NHS. You can:

- **Call on:** 03000 616161.
- **Email at:** enquiries@cqc.org.uk.
- **Write to:** CQC Customer Service Centre, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.

Bilborough Medical Centre and Assarts Farm Medical Centre

www.bilboroughmedicalcentre.co.uk

BMC - 0115 9292 354

AFMC - 0115 9794 456

If you need this form in another format please contact us. Published January 2023 .



We always try to give the best service possible, but there may be some times when you feel that this has not happened. This leaflet explains the process you need to follow if you wish to make a complaint about the service we provide.

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If the problem cannot be sorted out in this way and you wish to make a complaint, we would appreciate if you could make us aware of it as soon as possible.

The NHS complaint procedure states that you must make your complaint within 12 months of either the event you are complaining about or as soon as the matter comes to your attention.

The Complaint Procedure

If you wish to make a complaint, then you can contact us using one of the methods below.

Write: Complete the form overleaf and send it to:
*The Practice Manager, Bilborough Medical Centre, 48
Bracebridge Drive, Bilborough, NG8 4PN*

Email: Please send your complaint to:
nnicb-nn.bilboroughmc@nhs.net

Escalating a complaint

We hope that you will follow our complaints procedure to raise any concerns as we believe this will give us the best chance of putting right whatever has gone wrong. However, this does not affect your right to contact the appropriate authority if you feel that you cannot raise your complaint with us. In this instance you should contact **NHS England**. You can:

- **Phone:** 0115 8839570
- **Email:** nnicb-nn.patientexperience@nhs.net
- **Write:** *Patient Experience Team, Nottingham and Nottinghamshire Integrated Care Board, Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU*

Provide as much information as possible to allow NHS England to investigate your complaint. Include some or all of the following:

- Your name and a valid email or home address for a reply
- A clear description of your complaint
- Any relevant correspondence

Please note: If you have already complained to us, NHS England will not be able to re-investigate the same concerns.

Patient confidentiality

We have to respect the rules of medical confidentiality and a patient's written consent will be necessary if a complaint is not made by the patient directly.

What happens next?

Upon receipt of your complaint, the service will acknowledge your complaint in writing within three working days. We aim to respond to your complaint within 30 working days.

Occasionally, if we have to make a lot of enquiries or if key personnel are absent from the service it might take a little longer, but we will keep you informed.

Once the investigation is complete you will receive a letter detailing our findings. You may also be invited to attend a meeting to discuss the matter. You may bring a friend or relative with you to this meeting.

Please note that during holiday/sick periods the ability to speak with the service manager may take longer than usual and we ask you to be patient. In the event of extended leave/sickness it may be necessary to arrange a meeting with our GP Clinical Lead or another authorised representative of the service.