

Derby Road Health Centre

336 Derby Road, Lenton,
Nottingham NG7 2DW

Tel: 0115 8965 001 www.drhc.org.uk
ncccg.complaints-drhc@nhs.net

Grange Farm Medical Centre

17a Tremayne Road, Bilborough,
Nottingham NG8 4HQ

Tel: 0115 8965 002 www.gfmc.org.uk
ncccg.complaints-gfmc@nhs.net

Patient Information Leaflet



Complaints Leaflet

A Patient's Guide to:

DRHC & GFMC NHS Complaints Procedure

**Derby Road Health Centre &
Grange Farm Medical Centre**

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this happens, we would wish for the matter to be settled as quickly and as amicably as possible.

How do I make a Complaint?

To make a complaint please write or email each respective practice, the addresses and emails for complaints are on the reverse of this leaflet.

Or contact **NHS England Customer Contact Centre at:**

Write: NHS England Customer Contact Centre
PO Box 16738
Redditch B97 9PT
Tel: 0300 31122 33
Email: england.contactus@nhs.net

Complaints should be made as soon as possible, up to one year after the event. Anyone can make a complaint on your behalf as long as you have given them permission.

Surgery Response Procedure

Once we have received your complaint we aim to resolve this as quickly as possible. We will acknowledge your complaint within two days and respond after investigation within ten days. Some complaints may take longer to address but you will be informed of a response time.

Making a complaint **will not effect your ongoing healthcare** at the practice.

We will deal with you **fairly, compassionately** and wish to resolve the situation to a satisfactory conclusion.

Whenever possible, we aim to learn from the complaint and **take action** so that the same event does not happen again.

This is a completely **confidential** process, however, we may share your complaint with other health care professionals if they are involved. This may include hospitals, social care or community health services so that they can assist with resolving the complaint and can address the issues raised.

Can I get Help and Support?

Yes. Support can be provided by **POhWER** who are an independent organisation offering help and support when making an NHS Complaint. They can assist with writing letters, telephone calls and offer support through the complaints process.

Tel: 0300 020 0093
Email: yourvoicewhosechoice@powher.net

What if I am not satisfied?

If you are not happy with the outcome, then you can contact the **Health Service Ombudsman** to investigate your case.

Write: The Parliamentary &
Health Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Tel: 0345 015 4033

