

## Bakersfield Medical Centre

### Our Complaints Procedure

If you have a concern or complaint about the service you have received from anyone working at the practice please let us know.

If your problem cannot be sorted out easily at the time with the person concerned, could you contact us as soon as possible, ideally within a matter of days as this will enable us to establish what happened more easily.

If this is not possible then we would request that you let us have details of your complaint within 6 months of the incident or within 6 months of discovering the incident if it is within 1 year of the incident.

Please address all complaints to the Practice Manager or you may like to make an appointment to discuss your concerns with her. She will explain the complaints procedure to you and make sure that your complaint is dealt with promptly.

#### Write to:

The Practice Manager, **Bakersfield Medical Centre**, 141 Oakdale Road  
Nottingham. NG3 7EJ

**Telephone:** 0115 9401007

**Email:** you may e-mail your complaint to:

[Nnicb-nn.bakersfield@nhs.net](mailto:Nnicb-nn.bakersfield@nhs.net)

## Bakersfield Medical Centre

# Patient Complaints Procedure



**Bakersfield Medical Practice**

**T:** 0115 940 1007

**E:** [nnicb-nn.bakersfield@nhs.net](mailto:nnicb-nn.bakersfield@nhs.net)

**W:** [www.bakersfieldmedicalcentre.nhs.uk](http://www.bakersfieldmedicalcentre.nhs.uk)

### 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 in person.

### What happens next?

Upon receipt of your complaint, the practice will acknowledge your complaint in writing within two working days. We aim to fully respond to your complaint within 10 working days.

Occasionally, if we have to make a lot of enquiries or if key personnel are absent from the practice 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 practice.

We hope that, if you have a problem, you will use our complaints procedure 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 complain to the appropriate authority if you feel that you cannot raise your complaint with us.

In this instance you may contact the local Integrated Care Board:

Local ICB Tel: 0115 8839570 or email them at:

[nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

Or you can write to them at:

NHS Nottingham and  
Nottinghamshire Integrated Care  
Board  
Sir John Robinson House  
Sir John Robinson Way  
Arnold  
Nottingham  
NG5 6DA

If your complaint is about any other NHS Service in Nottingham you write to:

Patient Experience Team  
Civic Centre  
Arnot Hill Park  
Nottingham Road  
Arnold  
Nottingham  
NG5 6LU

Please provide as much information as possible to allow them to investigate your complaint. Include some or all of the following:-

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

If you want help or support with your complaint, POhWER can provide you with support and advocacy.

Tel: 0300 456 2370