

COMMENT & COMPLAINT FORM

Name \_\_\_\_\_

Address \_\_\_\_\_

Tel No: \_\_\_\_\_

Date & Details \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature.....

**OPENING TIMES:**

**Monday to Friday 8 am until 6 pm**

**Contact us at [nstccg.parkmedical@nhs.net](mailto:nstccg.parkmedical@nhs.net)**

# Comments and Complaints leaflet

*Let us know your views by completing the form on the  
back*



**Partners: Dr Susan Finlay, Dr Jennifer Farrington, Dr Adrian Chudyk, Dr Sri Somayajula**

**Salaried GP: Dr Clare Davies, Dr Nisha Patel, Dr Neil Amison, Dr Albert Tan**

**Tel 01538399152**

At Park Medical Centre, we are always looking for ways to improve our service. To do this, we need to know what you think about the service you receive. We want you to tell us what we do best and where we do not meet your expectations together with any ideas and suggestions you may have. Only by listening to you can we continue to improve the service we offer.

Please let us know by completing the comments form overleaf, and leave in our suggestion box or hand in to one of our receptionists.

## **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint about the services you have received from the doctors or any of the staff working in this practice, please let us know. You can ask to speak to either Business Manager either by phone or in person, or you can put your concerns in writing by letter.

## **HOW TO COMPLAIN**

In the first instance contact the management team via [nstccg.parkmedical@nhs.net](mailto:nstccg.parkmedical@nhs.net), who will be able to offer you advice on our complaints procedures. 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 6 months of the incident that caused the problems or
- Within 6 months of discovering that you have a problem, provided this is within 12 months

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
- 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 of providing this due to illness.

## **COMPLAINING TO NHS ENGLAND**

We hope that, if you have a problem, you will use our practice complaints procedure. However if you feel you cannot raise your complaint with us or you are dissatisfied with the result of your investigation, you can contact the NHS England Customer Contact Centre on 0300 311 2233, or email [England.contactus@nhs.net](mailto:England.contactus@nhs.net). Alternatively you can write to NHS England, PO Box 16738, Redditch, B97 9PT.

If you need any help or advice to make your complaint you can contact the NHS Complaints Advocacy Service on 0800 161 5600 or email [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org). Visit <https://healthwatchstaffordshire.co.uk/nhs-complaints/> for further information.

The NHS Complaints Advocacy Service provides free, confidential and independent advice, information, support and advocacy to all patients who want to make a complaint about the service, care or treatment provided by the NHS.

## **PARLIAMENTARY HEALTH SERVICE OMBUDSMAN**

The Parliamentary Health Service Ombudsman will look into complaints made by or on behalf of people who are not content with the outcome of their complaint at local level. The Ombudsman is completely independent of the government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although these can be waived if there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you or about how to make a complaint you can contact their helpline on 0345 015 4033 or email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk). Alternatively you can write to The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Further information about the Ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Other contacts: Citizens Advice Bureau – 03444 111 444, [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)