

NHS England:

NHS England welcomes concerns, compliments and complaints as valuable feedback. You can complain or give feedback:

By post to:

NHS England, PO Box 16738, Redditch, B97 9PT

By email to: england.contactus@nhs.net please state “**For the attention of the complaints team**” in the subject line.

By telephone: 0300 311 2233

Parliamentary and Health Service Ombudsman:

If you are still unhappy after your complaint has been investigated, you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS.

Website: www.ombudsman.org.uk Phone: 0345 015 4033

Textphone (Minicom): 0300 061 4298

Request a call back Text 'call back' with your name and your mobile number to 07624 813 005 (standard rates apply).

Care Quality Commission (CQC):

Even though the CQC cannot look into complaints about your healthcare, you can contact them to let them know if you have concerns about your care or treatment. Their website contains information about how to complain about health care and social care services.

Website: www.cqc.org.uk Phone: 03000 616161

Complaints Leaflet Reviewed— March 2018

Groby Surgery

Compliments, Comments, Concerns and Complaints

Information for Patients

Compliments and Comments:

Your views are important to us and by listening to them we can improve the services we provide to all our patients. We are always pleased to receive your compliments or comments and we ensure they are shared with all staff concerned. How to do this: Suggestions Box, verbally, written note, NHS Choices.

Concerns and Complaints:

We hope that we can resolve most problems easily and quickly, often at the time they arise and with the person concerned. However, if you do wish to make a formal complaint, please do so as soon as possible after the event - ideally within a matter of a few days. This will enable us to establish more easily what has happened.

If that is not possible, your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager. She will make sure that we deal with your concerns promptly and in the correct way.

Please send your complaint to:

Name: Noelle Smith

Job Title: Practice Manager

Phone: 0116 2313331

Address: 26 Rookery Lane, Groby, Leicester, LE6 0GL

What we will do

We will acknowledge your complaint within three working days and we aim to have fully investigated and replied within 20 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances, make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again. You will receive a final letter setting out the result of any investigations and asking you to contact us again if you have any remaining questions regarding your complaint.

Complaining on behalf of someone else Third Party Consent

If you're complaining on behalf of someone else (other than your own child under 16 years) we will need to obtain the patient's consent to investigate and to release information to you. Below are the details and signature needed.

Third Party Name _____ **Phone** _____

I wish this person to complain on my behalf. I fully consent to Groby Surgery releasing information to, and discussing my care and medical records with the person named above in relation to this complaint.

This authority is for an indefinite period/ a limited period only (delete as appropriate). Where a limited period applies, this authority is valid until

Signed: _____ (Patient only)

Date: _____

Full Patient Name: _____

Date of Birth: _____ Phone: _____

Address: _____

COMPLAINT FORM

Patient Full Name: _____

Date of Birth: _____ Phone: _____

Address: _____

Complaint details: (Include dates, times, and names of staff if known)

Signature _____ Date _____

Continue on a separate sheet if necessary.

If you need support with your complaint:

See details below:-

CCG address:
Hinckley and Bosworth Locality
West Leicestershire Clinical Commissioning Group, Woodgate, Loughborough, Leicestershire
LE11 2TZ,
Tel: 01509 567 741

PALS Team: Patient Information and Liaison Service, The Firs
C/O Glenfield Hospital, Groby Road,
Leicester, LE3 9QP, TEL: 08081
788337

Email: pils@uhl-tr.nhs.uk