

## **What if I am still not satisfied with outcome of my complaint?**

We aim to resolve all complaints. However, if you are not satisfied with the outcome of your complaint you can contact The Health Service Commissioner (Ombudsman) to investigate your case. The address to contact is:

### **The Health Service Commissioner**

Millbank Tower, Millbank

London SW1P 4QP

T: 0345 015 4033

E: [Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

Web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Can I get help and support?**

Yes. The POhWER Complaints' Advocacy Service provide free, independent, confidential support to people wishing to make a NHS complaint.

POhWER,

PO Box 14043

Birmingham B6 9BL

Tel: 0300 456 2370

Minicom: 0300 456 2764

Fax: 0300 456 2365

[IMCA@pohwer.net](mailto:IMCA@pohwer.net)

## **Who else can help:**

### **Derbyshire Mind Advocacy Services**

Albany House

Kingsway Hospital

Derby De22 3LZ

### **The Patient Association**

It provides advice aimed at helping people get the best out of their health care and tells you where you can get more information and advice.

Contact the Patients Association's helpline on

08456084455 or visit

[www.patients-association.org.uk](http://www.patients-association.org.uk)

### **Care Quality Commission**

Even though the CQC cannot look into complaints about health care or social care services, they will be able to provide information and guidance on how to complain.

You can contact the CQC by

Phone: 03000616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

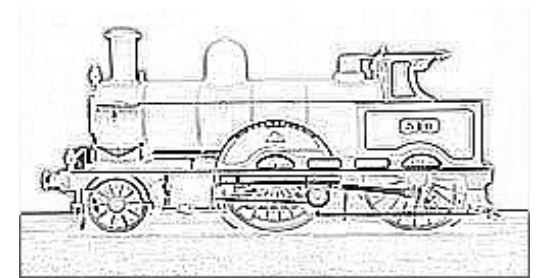
Alternatively you can write to CQC at:

Care Quality Commission

Citygate, Gallowgate

Newcastle NE1 4PA

# **The Old Station Surgery**



## **Compliments, Suggestions and Complaints Leaflet**



## Compliments, comments and suggestions about our services

Have you visited our practice recently and been happy with the service you received? Or perhaps not everything has gone down as expected? Either way we would like you to share your experience with us. We will listen to your feedback and where appropriate review our processes to ensure we provide best care possible.



### How to share your views with us?

There are several ways in which you can share your views:

**Suggestions Box** - located in the waiting area. Our receptionist will be happy to provide you with a pen and paper if needed.



**On line** - by visiting NHS Choices website— [www.nhs.uk](http://www.nhs.uk) or the ‘Have Your Say’ section of our website at: [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk)



## Complaints

We recognise that at times things don't go as planned or expected and we welcome complaints. Complaints allow us to reflect on our practice and ensure patients have their concerns addressed properly.



### How do I make a complaint?

You can raise your concerns directly with us:

- By contacting practice on 0115 930 1105 or by visiting the practice.
- Via complaints form available at reception desk or at [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk) (main page— Have your say section)

### Who can make a complaint?

Anyone can make a complaint. You can also make a complaint on behalf of another person with their consent.

### What will happen once I make my complaint?

We are committed to responding to complaints as quickly and helpfully as possible. All complaints will be acknowledged when received and investigated in a manner that is appropriate to the issues raised. We will advise you how long it may take to investigate your complaint. The Surgery will also take action where needed to prevent the incident from happening again.

**Making a complaint will not put your care at risk or adversely affect your future care.**

### Is there a time limit for making a complaint?

Yes. Your complaint should be made as soon as possible (up to one year after the event).

### Is it confidential?

Your rights to confidentiality will be respected throughout the investigation. However, there may be times when we need to share information without your consent e.g. to protect children and vulnerable adults. We may also need to share your complaint with other health professionals in order to ensure any issues raised are addressed appropriately. If your complaint involves a number of different services such as Hospitals, Mental Health services, Social Care or community health services we will work together to resolve your complaint.


To do this we will need to share information.

### Can I raise a complaint with another organisation?

We would like patients to give us the opportunity to respond to their concerns in first instance. However, if you do not wish to raise it with us you can contact NHS England Team on :

 0300 311 22 33

 [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

 [www.england.nhs.uk](http://www.england.nhs.uk)