

**Contact details
for initial formal complaints**

Sandy Tomlinson
Practice Manager & Complaints Manager
Hannage Brook Medical Centre
Hannage Way
DE4 4JG

NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net
Please write 'FAO Complaints Manager' in the
subject line.

By telephone: 0300 311 22 33
(Monday to Friday 8am to 6pm, exc. English
Bank Holidays)

**If you are Dissatisfied with the
Outcome**

You also have the right to approach the Ombudsman to undertake an independent review of your complaint. Referral to the Ombudsman should take place within 12 months of the date of the incident that you are concerned about. The Ombudsman is completely independent of the NHS and the Government. It is up to the Ombudsman to decide whether to take up any particular complaint.

**The Parliamentary and Health
Service Ombudsman**
Millbank Tower
Millbank
London SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

**Other organisations that maybe able to
assist you:**

Healthwatch Derbyshire

Email:
enquiries@healthwatchderbyshire.co.uk

Telephone:
01773 880786

Address:
Healthwatch Derbyshire, Suite 14,
Riverside Business Centre, Foundry Lane,
Milford, Derbyshire, DE56 0RN

POhWER Advocacy Service

Email:
pohwer@pohwer.net

Website:
www.pohwer.net

Telephone:
0300 200 0084

Address:
PO Box 14043
Birmingham
B6 9BL

HANNAGE BROOK
MEDICAL CENTRE



COMPLAINTS

At Hannage Brook Medical Centre we aim to provide the highest possible standards of care and service to all of our patients. We would like to hear from you if you feel there is something we could have done better.

Help us to get it right so we can continually try to improve the service we offer.

Please ask reception for a Complaints or a Comments form.

Making a complaint



We hope that most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this maybe the approach you try first. Alternatively ask to speak with the Practice Manager.

If your complaint cannot be resolved in this way and you wish to make a formal complaint you should do so, preferably **in writing**, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem, giving as much detail as you can.

If you are a registered patient you can only complain about your own care. You are unable to complain about someone else's treatment without their written authority. Please see the separate section in this leaflet.

You can send your written complaint to our Practice Manager, or if you would rather not complain directly to the practice, you can complain to NHS England instead.

Please see all contact details overleaf.

Responding to your complaint

We will acknowledge your complaint within 3 working days and aim investigate the matter within 10 working days.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to:

- Find out what happened and why.
- Make sure you receive an apology where appropriate.
- Arrange it for you to discuss the issue with those involved if you would like to do so.
- See what we can learn from this and identify any actions to prevent the same thing from happening again.

At the end of the investigations a final response letter will be sent to you, in most cases within 10 working days. This will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with it.

Complaining on behalf of someone else



We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Our Complaints Form contains a suitable authority for the patient to sign to enable the complaint to proceed. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the exact details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.