

Making a complaint

At Hannage Brook Medical Centre we constantly work to provide the best service possible to our patients and it is always good to receive compliments. However, there may be times when you feel we have fallen short of this aim. Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the best approach to use initially.

If your problem cannot be sorted out in this way and you wish to make a formal complaint, you should let us know, either verbally or in writing as soon as possible after the event, giving as much detail as you can to help us quickly establish exactly what happened. This should certainly be within 12 months, either of the incident itself or of you becoming aware of the issue.

If you are a registered patient at Hannage Brook you can complain to the Practice about your own care. You can also complain about someone else's treatment provided you have their written authority.

Practice Complaints Procedure

Our complaints procedure conforms to the NHS complaints procedure. If you have a complaint or concern about the service you have received from your Doctors or any of the staff working at Hannage Brook, in the first instance you should contact the Complaints Manager with full details:

Marion Jones
Hannage Brook Medical Centre
Hanage Way, Wirksworth
Derbyshire, DE4 4JG
Tel: (01629) 822434
E mail: hannagebrook@nhs.net
Or complete a form on our website:
www.hannagebrook.co.uk/feedback-complaints/

Please be as specific and concise as possible and we will make sure that we deal with your concerns promptly and in the correct way.

We will acknowledge your complaint within 3 working days and fully investigate it in a timely manner. If there is likely to be a delay in forwarding a comprehensive response we will explain the reason for the delay and keep you informed as the investigation progresses.

When looking into a complaints we attempt to see what happened and why. Wherever possible our first aim is to recover the situation and ensure your care has not been compromised. We will then see if there is something we can learn from the issue and make improvements as appropriate. We will also make it possible for you to discuss the issue with those involved if that is something you wish to do.

When the investigations are complete a final response will be sent to you, including details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. Parents/Guardians of children under 16 years old can make a complaint on their behalf. Otherwise, if you wish to make a complaint on behalf of another patient, we will require the written consent of that person to confirm that we can deal with a nominated person.

If 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 precise details of the circumstances that prevent this in your covering letter.

Please note that unless the circumstances above apply we are unable to discuss any issue relating to someone else without their express written consent.

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 0300 311 22 33
By email: england.contactus@nhs.net
By post: NHS England, PO Box 16738,
Redditch, B97 9PT

However, they usually prefer that you contact the surgery first as that can usually clear up the complaint.

If you are dissatisfied with the outcome

You have the right to approach the Parliamentary & Health Service Ombudsman.
Their contact details are:

The Parliamentary & Health Service Ombudsman

Millbank Tower
30 Millbank
London
SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk
www.ombudsman.org.uk/make-a-complaint
(to complain online or download a paper form)

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice.

The local Healthwatch can be found at:

www.healthwatch.co.uk

The IHCA is able to be contacted at:
www.seap.org.uk/services/nhs-complaints-advocacy

The Patient Advice and Liaison Service (PALS) is based at:

Royal Derby Hospital
Uttoxeter Road,
Derby,
DE22 8NE

Tel: 01332 785156

Email: Uhdb.contactpalsderby@nhs.net

Hannage Brook Medical Centre Mission Statement

The people who live in and around Wirksworth are at the heart of all that we do. Our mission is to provide health care that reflects our values of clinical excellence, continuity and compassion; health care that we hope makes you proud to be served by our practice.

Hannage Brook Medical Centre

Hannage way
Wirksworth
Derbyshire
DE4 4JG

01629 822 434
hannagebrook@nhs.net

Hannage Brook Medical Centre

Tell us how we are doing



Compliments and Complaints



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