

The Humbleyard Practice
Cringleford Hethersett & Mulbarton Surgeries
www.humbleyardpractice.co.uk

Drs. Rowe, Birks, Murugappan, Dhorajiwala, Epstein, Markham, Cohen & James

Patient Information Leaflet

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

How to complain

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 this is not possible then please let us have details of your complaint within twelve months of the incident that caused the problem.

Complaints should be addressed to the Surgery Manager or any of the doctors. Alternatively you may ask for an appointment with the Surgery Manager in order to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will help if you are as specific as possible about your complaint. It should be noted that the Surgery Manager cannot answer any medical questions.

What we shall do

All complaints will be acknowledged no later than 3 working days after the day the complaint is received. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look at your complaint, we shall aim to:

- Provide a timescale for responding to the complaint (preferably within 28 days, although this will depend on the nature of the complaint).
- Find out what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like to do 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 patient confidentiality. If you are complaining on behalf of someone else, we need to know that you have their permission to do so. A note signed by the patient concerned will be needed, unless they are incapable (through illness) of providing this.

If you do not want to complain directly to the practice

If you would prefer your complaint to be dealt with by a third party, you can make your complaint via NHS England. Their contact details are as follows;

Email: england.contactus@nhs.net
Telephone: 0300 311 22 33
Address: NHS ENGLAND
PO BOX 16738
REDDITCH
B97 9PT

The service will operate Monday to Friday, 08.00 – 18.00, excluding Bank Holidays.

Norfolk Healthwatch

Norfolk Healthwatch will assist patients by directing them towards local services. Whilst they will not take on a complaint on behalf of a patient, they may be able to inform you of the help and advice available. Their contact details are below.

enquiries@healthwatchnorfolk.co.uk

Freephone Number: 0808 168 9669 (free from landlines and mobiles)

Parliamentary Health Service Ombudsman

If you remain unhappy with the response you have received from either the practice or NHS England, you can refer your complaint to the Ombudsman who is independent of the NHS. The contact details are;

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

TEL: 0345 015 4033