

OAKENHALL MEDICAL PRACTICE

Patient Information Leaflet – Comments, Complaints and Suggestions.

Practice Complaints Procedure

Patient feedback is important to us as it helps us to improve the service we provide to patients. We take patient complaints seriously and will attempt to address your concerns to your satisfaction.

How do I make a complaint?

If you wish to complain please contact the Practice Manager (Lisa Ellison) either in person, by phone or in writing:

Tel: 0115 9633511

Address: Oakenhall Medical Practice, Bolsover Street, Hucknall, Nottingham. NG15 7UA

Email: nnicb-nn.c84095@nhs.net

If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so.

A complaint form and consent form has been attached for your convenience.

What Happens Next?

The complaint will be acknowledged within 3 working days. The practice will respond, after investigation, within the timeframe specified to you at the acknowledgement stage of the process. Some complaints may take longer to address but you will be informed of a response time.

Please be assured making a complaint will not adversely affect your ongoing healthcare at the practice. We will deal with you fairly, compassionately and will endeavour to resolve the situation to a satisfactory conclusion.

Wherever possible, we aim to learn from complaints and take action to avoid similar occurrences.

How do I complain to someone Independent?

GP Practices would prefer to have the opportunity to answer complaints ourselves in the first instance. However, you may pass your complaint directly to:

Patient Experience Team
Nottingham and Nottinghamshire Integrated Care Board
Civic Centre
Arnot Hill Park
Nottingham Road
Arnold
Nottingham
NG5 6LU

Tel: 0115 8839570

Email: nnicb-nn.patientexperience@nhs.net

If you would like further information please follow the link to the ICB website: [Patient Experience and Complaints - NHS Nottingham and Nottinghamshire ICB](#)

However, please note, patients cannot raise the same complaint with the practice and ICB.

Is there a time limit?

A complaint must be made within 12 months of the date of the incident that caused the problem or the date of discovering the problem.

Please remember, the quicker you complain, the easier it will be to investigate the facts.

If you are not satisfied with the outcome?

You can contact the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033.

For more information see their website www.ombudsman.org.uk

Other useful contacts

POhWER, NHS Complaints Advocacy, on 0300 456 2370. For more information see their website www.pohwer.net

Patient Third Party Consent Form

If you are complaining on behalf of a patient or your complaint /enquiry involves the medical care of a patient, then the consent of the patient will be required. Please complete the following information and obtain the patients signed consent below:

Patient Full Name	
Patient Date of Birth	
Patient Address	

Enquirer/Complainant Name	
Telephone Number	
Address	

Consent of Patient

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

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until (Insert date)

Signed:

Print Name:

Date: