

Complaint Form

Name: _____

Address: _____

Telephone: _____

Registered Practice: _____

Date of Complaint: _____

Details: _____

Continue on a sheet of paper if necessary and return with this form

Signed: _____

Date: _____

Return to: The Service Manager,
GP+ Nottingham City,
79a Upper Parliament Street,
Nottingham NG1 6LD

At a last resort

If you are not happy with the response to your complaint, you can refer your complaint to the **Parliamentary and Health Service Ombudsman** who investigates complaints about the NHS in England. You can:

- **Visit the website:** ombudsman.org.uk
- **Call the helpline on:** 0345 015 4033.
- **Write to:** Citygate, Mosley Street, Manchester, M2 3HQ

You can also ask the **Care Quality Commission** to review your complaint. The commission is independent to the NHS. You can:

- **Call on:** 03000 616161
- **Email at:** enquiries@cqc.org.uk.
- **Write to:** CQC Customer Service Centre, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.

GP+ Nottingham City

gpplus.nottinghamcity@nhs.net

www.ncgpa.org.uk/gpplus

If you need this form in another format please contact us.

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Patient Complaints Procedure



Information Leaflet

GP+ Nottingham City



We always try to give the best service possible, but there may be some times when you feel that this has not happened. This leaflet explains the process you need to follow if you wish to make a complaint about the service we provide.

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If the problem cannot be sorted out in this way and you wish to make a complaint, we would appreciate if you could make us aware of it as soon as possible.

The NHS complaint procedure states that you must make your complaint within 12 months of either the event you are complaining about or as soon as the matter come to your attention.

The Complaint Procedure

If you wish to make a complaint, then you can contact us using one of the methods below.

Write: Complete the form overleaf and send to: The Service Manager, GP+ Nottingham City, 79a Upper Parliament Street, Nottingham, NG1 6LD

Email: Send details of your complaint to: gpplus.nottinghamcity@nhs.net

Patient Confidentiality

We have to respect the rules of medical confidentiality and a patient's written consent will be necessary if a complaint is not made by the patient in person.

What happens next?

Upon receipt of your complaint, the service will acknowledge your complaint in writing within two working days. We aim to respond to your complaint within 10 working days.

Occasionally, if we have to make a lot of enquiries or if key personnel are absent from the service it might take a little longer, but we will keep you informed.

Once the investigation is complete you will receive a letter detailing our findings. You may also be invited to attend a meeting to discuss the matter. You may bring a friend or relative with you to this meeting.

Please note that during holiday/sick periods the ability to speak with the service manager may take longer than usual and we ask you to be patient. In the event of extended leave/sickness it may be necessary to arrange a meeting with our GP Clinical Lead or another authorised representative of the service.

Escalating a Complaint

We hope that you will use our complaints procedure with any concerns as we believe this will give us the best chance of putting right whatever has gone wrong. However, this does not affect your right to the appropriate authority if you feel that you cannot raise your complaint with us. In this instance you should contact **NHS England**. You can:

- **Phone:** 0300 311 22 33
- **Email:** england.contactus@nhs.net (When emailing, please state: 'For the attention of the complaints team' in the subject line).
- **Write:** NHS England, PO Box 16738, Redditch, B97 9PT.

Provide as much information as possible to allow NHS England to investigate your complaint. Include some or all of the following:

- Your name and a valid email or home address for a reply
- A clear description of your complaint
- Any relevant correspondence

Please note: If you have already complained to us and we have responded, NHS England won't be able to re-investigate the same concerns.

