



Alternative Organisations

Although the practice would welcome the opportunity to investigate your complaint, you may prefer to choose to make your complaint to NHS England

✉ NHS England, PO Box 16738, Redditch, B97 9PT

☎ 0300 311 2233

💻 england.contactus@nhs.net



If you are not satisfied with the outcome of your complaint, please let us know and we will do our best to address your concerns. If however you remain dissatisfied you can ask the Parliamentary and Health Services Ombudsman to independently review your case

✉ The Parliamentary & Health Services Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

💻 phso.enquiries@ombudsman.org.uk

☎ 0345 045 4033

💻 www.ombudsman.org.uk

Parkside Medical Practice

Dr Deolkar, Dr Foster, Mr Moorhouse

Bulwell Riverside, Main Street, Bulwell, NG6 8QJ, Tel: 0115 927 9119

www.parksidemedicalpractice.co.uk

A professional and caring team, responsive to the health needs of our community



Being heard

Our guide to complaints and concerns



This is our guide to raising concerns and complaints about the service that we provide or the care that you or someone close to you have received.

Please do not hesitate to speak to a member of our team about your concern as it is often possible to resolve matters straight away.



Making a Complaint

If you have a complaint or concern about the service you have received from our Practice please let us know; patient feedback is important to us as it gives us the chance to improve when things are not working as well as they could be.

Most concerns can be sorted out quickly and easily, often at the time they arise, with the person concerned. If your concern cannot be sorted out in this way and you wish to make a complaint, you should let us know as soon as possible; this will enable us to establish what happened more easily.

Complaints should normally be made within 12 months, or within 12 months of becoming aware that you have something to complain about. These limits may be waived if there is a good reason why you could not complain earlier and if we are able to investigate the complaint fairly and effectively despite the delay.

Complaints can be made either verbally or in writing; we have a complaint form that may be used for this. All verbal complaints will be recorded in writing by the Practice and you will be offered a copy of the written record.



Complaining on behalf of someone else

We are required to maintain patient confidentiality. Therefore, if you are complaining on behalf of someone else, we will require their permission on order to be able to provide you with any feedback beyond the initial acknowledgement of your complaint. Please be assured, where complaints are made and we are unable to provide feedback, we will still record and look into your concerns.

What will happen next

We will acknowledge your complaint **within 3 working days**. This could be in writing, by email or verbally, depending on how you first raised your concern. This acknowledgement will include an offer to discuss your concern at that stage - this is often helpful for complex issues.

We will then aim to respond to your complaint **within 21 days** of the complaint being raised with us. Although sometimes this may take longer; in these cases we will contact you and explain why we need more time.

We will respond to your concerns in writing or verbally. When we respond to complaints and concerns we aim to

- Find out **what happened and why**
- Advise you **what we will do to put the matter right**
- Make sure you receive **an apology where this is appropriate**
- Identify what we can do to **make sure the situation does not happen again**

Help with making a complaint

Please ask any member of the Practice Team if you need assistance with making a complaint. Alternatively, assistance is available from the Independent Complaints Advocacy Service

✉ POhWER, PO Box 45043, Birmingham, B6 9BL

☎ 0300 020 0093

💻 www.pohwer.net



ICAS
Independent Complaints
Advocacy Service