



Making a complaint

If there is anything you are unhappy about, we would like to know about it.

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 more formal 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 it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem.

These time limits can be extended if there are good reasons why you could not complain sooner. Complaints may be easier to explain in writing - please give as much information as you can. We also have a 'complaints form' which the reception staff can help you to complete if you prefer this or complete on your behalf if you wish to make a verbal complaint.

What we will do

We will acknowledge your complaint within 3 working days and will look into your complaint as soon as possible after you let us know about the problem. We hope that we shall then be in a position to offer you an explanation.

Some complaints may take longer than others to investigate, depending upon the circumstances. We will aim to keep you informed of the process if investigations take longer than expected.

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

- Find out what happened and what may have gone wrong
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure any problems don't happen again.

At the end of the investigation into your complaint you will receive a copy of our findings in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be

needed, unless they are incapable (because of illness) of providing this.

The NHS Commissioning Board

We take all complaints seriously and we aim to provide a satisfactory solution; however, if you prefer, you may raise your complaint with the NHS Commissioning Board instead of the Practice. This organisation is responsible for the commissioning of GP services and will investigate the complaint on your behalf. You can telephone them on 0300 3112233 or via e-mail england.contactus@nhs.net

What if this is Unsuccessful?

If you are still unhappy after you have received a final response from the Practice, or the Derbyshire County Primary Care Organisation, you can ask the Health Service Commissioner (Ombudsman) to investigate your case. The Ombudsman is completely independent of the NHS and the Government.

For further details contact :-

The Health Service Ombudsman for England
Millbank Tower
Millbank
London
SW1P 4QP Tel: 0345 0154033

Independent Advice

Patient Advice and Liaison Service

'PALS' provide confidential advice and support, helping you to understand the NHS Complaints procedure

Complaints Advocacy Services

The Independent Complaints Advocacy Service can provide independent advice and support.

POhWER

This organisation can help people wishing to raise a complaint about any aspect of the NHS

Comments & Suggestions

If you do not wish to make an actual complaint but would like to make a comment or suggestion, you can do this in a number of ways.

We have a suggestions box in the reception area where you may post 'praise or grumbles', we empty this box and review the comments on a regular basis.

You may bring your comments to the attention of the reception staff who will pass on details to the appropriate person.

If you are happy with the service we provide, please tell us. The Doctors, Nurses and Administrative staff work very hard and good news is always welcomed! We are able to learn and improve from examples of good practice as well as from things that may go wrong.

Commissioning Board

NHS Commissioning Board
Complaints Department
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233

Email : england.contactus@nhs.net
with "For the attention of the complaints team" in the subject line.

The Health Service Ombudsman

Millbank Tower
Millbank
LONDON SW1P 4QP
0345 015 4033

Health Complaints Advocacy Service

0300 330 5454

POhWER

0300 456 2370

Patient Advice and Liaison Service (PALS)

0800 032 3235

Comments, Complaints & Suggestions

Inspire Health aims to provide a quality service. We will always be willing to hear if there is any way that you think we can improve the service we provide.

Help us get it right so we can constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better?