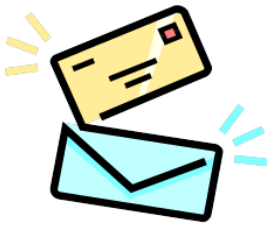


# ***NETTLEHAM MEDICAL PRACTICE***



## ***COMPLAINTS OR COMMENTS ABOUT OUR SERVICE***

*INFORMATION FOR PATIENTS*  
***NETTLEHAM MEDICAL PRACTICE***  
***14 LODGE LANE***  
***NETTLEHAM***  
***LINCOLN, LN2 2RS***  
***TELEPHONE: 01522 751717***

- The Partners and staff at Nettleham Medical Practice welcome your feedback on all aspects of our service. We recognise that your comments can help us to improve the quality of the services we offer to you and we are committed to this improvement.
- If you have a complaint or concern about the service you have received from the doctors or any of the staff working here, please do tell us.
- This leaflet tells you how to make a complaint, what you can expect of us, and what we can expect of you.
- We would like to encourage your comments (good as well as bad), suggestions and helpful criticisms at all times. Please either write, telephone, or go to the practice website, email or come into the surgery.



## **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 we can then find out what has happened more easily.



## **WHAT YOU CAN EXPECT FROM US**

- A courteous explanation of how to make a complaint from any member of our practice team.
- A written record of your complaint if appropriate.
- To be listened to.
- Openness, transparency and candour.
- To receive acknowledgement of your complaint within three working days.

- An opportunity to discuss your complaint with a senior member of the practice team.
- A full explanation and, where appropriate, an apology within a reasonable timeframe.
- A courteous explanation of how to take your complaint to a higher authority, if you are not satisfied with our action.
- We do take every suggestion and complaint seriously, and each one is considered when we come to plan our services or change the way things are done.



### **WHAT WE ASK OF YOU**

Please be sensitive about who you are speaking to (e.g. receptionists are not responsible for the actions of doctors).

Please be prepared to put your complaint in writing. Please address yourself to the Practice Manager, Mrs Helen Lunn or to Dr Waller at the practice address (front cover).

Please be specific about times, places and people involved, so that we can fully investigate your complaint.

Please allow us time to record the details of your complaint, and to investigate appropriately before giving a full explanation.



### **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 you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.



## **IF YOU ARE UNHAPPY WITH OUR RESPONSE**

- We hope that, if you have a problem, you will use our practice complaints procedure.
- We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the way we do things.
- If, however, after we have undertaken a full investigation into your complaint and we have made our response, you are unhappy with the result of our investigation, you are entitled to refer your complaint on to the Parliamentary & Health Service Ombudsman. Their contact details are as follows:



## **OTHER USEFUL CONTACTS**

### **THE PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN**

Milbank Tower

Milbank

London, SW1P 4QP

Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Reviewed January 2019

### **PALs - PATIENT ADVICE & LIAISON SERVICE**

Tel: 0300 123 9553

Email: [LHNT.LincsPALS@nhs.net](mailto:LHNT.LincsPALS@nhs.net)

### **POHWER - NHS COMPLAINTS ADVOCACY**

PO Box 14043, Birmingham, B6 9BL

Tel: 0300 200 0084

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)