

Complaints Policy

If you have a complaint or concern about the service you have received from the clinicians or any of the staff working in this practice, please let us know.

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**. 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

Written complaints should be addressed to the Practice Manager via your local surgery or by email to admin.staffahealth@nhs.net, or you may ask for an appointment with the Practice Manager to discuss your concerns. The discussion can be in person or on the telephone. They will explain the complaints procedure and ensure that your concerns are dealt with promptly.

What we shall do

We shall endeavour to acknowledge your complaint within 3 working days and aim to have looked into your complaint within 1 month of the date when you raised it with us. We shall then be in a position to offer you an explanation, either in writing or in a meeting with the people involved. When we look into your complaint we will aim to:

- find out what happened
- make it possible for you to discuss the problem with those concerned
- make sure you receive an appropriate response
- identify what we can do to make sure the problem doesn't happen again

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality and Data Protection Legislation. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this e.g. because of illness. This does not apply to deceased patients as the rules around confidentiality and data protection are no longer in place.

NHS England

Patients wishing to complain can bring their complaint directly to us or to our commissioner, NHS England (but not both). If you would prefer to complain to our commissioner you can contact them by telephone: 0300 311 22 33 or electronically by email. Please write 'For the attention of the Complaints Manager' in the subject line to england.contactus@nhs.net. The postal address is: NHS England, Box 16738, Redditch, Worcester, B97 9PT.

Independent Advice

For Independent Complaints Advice contact NHS Complaints Advocacy now run by Derbyshire Mind. You can contact them by telephone: 01332 623732 or email: advocacy@derbyshiremind.org.uk. The postal address is Derbyshire Mind Advocacy Services, Albany House, Kingsway Hospital, Derby, DE22 3LZ.

Further Action

We hope that if you have a problem you will use our practice complaints procedure. We believe this gives us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

Those who are dissatisfied at the end of the local resolution stage may ask for a review by the Parliamentary and Health Service Ombudsman who should be contacted within 12 months of the conclusion of this local procedure. You can contact this service by email phso.enquiries@ombudsman.org.uk or telephone: 0345 015 4033 Postal address: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. Their website is <http://www.ombudsman.org.uk/make-a-complaint/how-to-complain>.

Support in making a complaint about other NHS services

If you have concerns or information enquires relating to any other aspect of your healthcare please contact the Complaints & Customer Care Team (supporting Derbyshire CCG's), who will be happy to help or signpost you on to the appropriate service. Telephone: 0800 032 32 35 or mobile: 07919466212