

LOMBARD MEDICAL CENTRE
2 Portland Street
Newark
Notts NG24 4XG
Tel: 01636 702363

PRACTICE COMPLAINTS FORM

Name:

Address:

Signed:

Date:

Nature of Complaint: Please describe your complaint in as much detail as possible. Please continue overleaf if necessary

For Practice Use Only

Code:

Summary:

Learning Points:

Actions:

Lead Person:

Review Date:

Signed:

Date:

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PRACTICE COMPLAINTS PROCEDURE

Patient feedback is important to us as it helps us to improve the service we provide to patients. We take patient complaints seriously and will attempt to address your concerns to your satisfaction. You will not be treated adversely as a result of having complained.

HOW DO I COMPLAIN?

Please choose one of the following options:

- Telephone the surgery on 01636 702363 and ask to speak to the Practice Director. She will be pleased to talk to you if she is available to do so. If she is not available, you may be transferred to one of the other managers who will be happy to hear your complaint.
- If you are in the practice, ask to see the Practice Director. She will be pleased to talk to you if she is available to do so. If she is not available, you may ask to see one of the other managers who will be happy to hear your complaint.
- Fill in a complaints form and post it back to the practice or deliver it back by hand. Please address your envelope clearly to the Practice Director.

WHAT HAPPENS NEXT?

- If you speak to the Practice Director or her deputy face-to-face or on the telephone, every effort will be made to resolve your complaint within 24 hours. The Practice Director or her deputy will

inform you if further investigations are necessary, in which case you will receive a letter once the investigation is complete.

- If you send in a written complaint, this will be acknowledged within 3 working days. If further investigations are needed, you will be informed at this time. You will then receive a further letter when investigations are complete.

WHO ARE THE MANAGERS?

Debbie Swain	Practice Director
Kate Cooper	Office Manager
Sarah Clarke	IT Manager

The responsible GP for complaints is Dr D Wathen

WHAT IF I WANT TO COMPLAIN TO SOMEONE INDEPENDENT?

We would prefer to have the opportunity to answer complaints ourselves in the first instance. However, you may pass your complaint directly to NHS England:

NHS England Customer Contact Centre
NHS England
PO Box 16738
REDDITCH
B97 9PT
Tel: 0300 311 2233
e-mail: England.contactus@nhs.net

IS THERE A TIME LIMIT FOR MAKING COMPLAINTS?

A complaint must be made within 12 months of the date of the incident that caused the problem or the date of discovering the problem.

Please remember, the quicker you complain, the easier it will be to investigate the facts.