



## Is complaining confidential?

Your right to confidentiality will be respected throughout the investigation. However, there may be times when we need to share information without your consent, for example to protect children and vulnerable adults.

## What if I am still not satisfied?

If you are unhappy with the response to your complaint you should contact us to see if we can look into your concerns further. You also have the right to take your complaint to the Health Service Ombudsman.

There are time limits for taking a complaint to the Ombudsman, although these can be waived if there is a good reason to do so. The ombudsman has an online form to use to make a complaint about the NHS in England. The form is available at [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint).

You can also contact their helpline on 0345 015 4033 if you need advice or would like help to complete the form.

Further information is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk). You can write to the Ombudsman at: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.



**Parliamentary  
and Health Service  
Ombudsman**

### **Parkside Medical Practice**

Dr Deolkar, Dr Foster and Mr Moorhouse  
Main Street, Bulwell, Nottingham, NG6 8QJ  
0115 927 9119  
[nnicb-nn.C84064@nhs.net](mailto:nnicb-nn.C84064@nhs.net)

### **Nottingham & Nottinghamshire ICS**

0115 8839570  
[nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

If it matters to you - it matters to us  
**Our guide to complaints and concerns**



  
Providing NHS services

Most NHS care and treatment goes well but sometimes things can go wrong. If you are unhappy with your care or the service you have received, it is important to let us know so we can improve. There are two ways to tell us what you think; **give feedback** or **make a complaint**.

## Giving feedback

Feedback helps us improve the quality of your care.

You can give good or bad feedback by telling us about it. For example, you can do this through the friends and family test online or at reception, or you can speak to a member of our staff.

If you are unhappy with our service, it is worthwhile discussing your concerns early on with us, as we may be able to sort the issue out quickly. Most problems can be dealt with at this stage but, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

## How to complain

When making a complaint, you can choose to complain to us directly or to the commissioner of our service - Nottingham and Nottinghamshire Integrated Care Board.

Complaining to the commissioner may be the right option if you are not comfortable complaining directly to us, or if you feel this is not appropriate.

However you complain, we will investigate and respond to your concerns in the same way.

Please note: if you have already complained to us, the commissioner will not be able to re-investigate the same concerns. If you are unhappy with the outcome of your complaint, you may wish to go to the next stage of the NHS complaints procedure.

## Making your complaint

You can complain in writing, online, by email or by speaking to someone at our practice. You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain, including young people. A family member, carer, friend or your local MP can complain on your behalf with your permission.

## What can I expect if I complain?

You will

- have your complaint acknowledged and properly looked into
- be kept informed of progress and told the outcome
- be treated fairly, politely and with respect
- be reassured that your care and treatment will not be affected as a result of making a complaint
- be offered the opportunity to discuss the complaint
- be advised what we will do to put the matter right and to make sure that the situation doesn't happen again

## Can I get help to make my complaint?

If you feel you would like help to make your complaint support is available from the practice team.

Some people may decide not to make a complaint because they are put off by the process, find it confusing or believe nothing will happen. If you are thinking about making a complaint it is important to know that you have access to local advocacy to help you make your complaint and provide support throughout the complaints process.

An NHS complaints advocate is independent of the NHS and may help you write a letter, attend a meeting with you or explain the options available to you. This service is free to anyone making a complaint about their NHS treatment or care.



You can contact POhWER by phone on 0300 456 2370 or email: [yourvoicework@pohwer.net](mailto:yourvoicework@pohwer.net).