

For further and more local advice you can contact:

Wherever possible, you should tell someone close to the cause of your complaint, e.g. a doctor, nurse, receptionist or manager. It is often possible to resolve most problems straight away.

You may also talk to the Patient Advice and Liaison Service (PALS) on 0800 587 3089.

If you feel unable to raise your complaint at the time and do not wish to discuss your concerns with PALS you can either make your complaint by e-mail, by telephone or by writing to:

The Complaints Manager
NHS Bassetlaw Clinical Commissioning Group
Retford Hospital
North Road
Retford
DN22 7XF

Tel: 01777 274400
<mailto:BASCCG.communicationoffice@nhs.net>

Further action

In addition, should you be dissatisfied with the result of either a practice of NHS England investigation you have the right to take your complaint to the Independent Health Service Ombudsman. Their details:

Health Service Ombudsman for England

Millbank Tower

London

SW1P 4QP

Tel: 0345 015 4033



RIVERSIDE HEALTH CENTRE

COMPLAINTS PROCEDURE

If you are dissatisfied with the service you have received from the practice, let us know. We operate a complaints procedure as part of the NHS and Social Care system for dealing with complaints.

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 resolved 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, as this will help 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 happening, or
- Of becoming aware of the problem

Complaints may be made verbally or in writing:

Complaints made verbally can be taken by any member of the practice. If your complaint cannot be resolved immediately by that person, it may be referred to the Receptionist Team Lead.

If the complaint is of a non-clinical nature, it must be made in writing to the Group Practice Manager at the following address:

Riverside Retford

Riverside Walk

Retford

Notts

DN22 6FB Tel: 01777 713330

Please be as specific as possible about your complaint.

What we will do

The member of staff will discuss the nature of your complaint with you. If the complaint cannot be resolved to your satisfaction not later than the next working day, the practice's formal complaints procedure will be followed. If you would like a full copy of the procedure, this can be obtained from the reception at any of our surgeries.

The complaint report will be referred to the Group Practice Manager for investigation. The practice manager will, within 5 working days of the receipt being received, contact you to acknowledge receipt of the complaint in writing. Included in the letter will be the likely period for the completion of the investigation and responding to you.

Your complaint will be investigated by the practice manager and you will be provided with a written response as soon as reasonably practicable, usually within 21 working days.

If your complaint of a clinical nature, it will be investigated by the Senior GP Partner as 'responsible person'.

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

- Find out what happened and what, if anything, went wrong
- What should be done to put things right
- Make sure you receive an apology if this is appropriate
- Identify what we can do to make sure the problem is not repeated.

Complaining on behalf of another person

The practice maintains strict rule regarding confidentiality. If you wish to make a complaint on behalf of another person, you will need to provide the practice with a letter of consent signed by the patient.

Your rights

We hope that if you have a problem you will let us know as soon as possible, as we believe this will give us the best chance of correcting whatever has gone wrong and provide us with the opportunity to improve our practice.

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. If you wish to contact them their details are as follows :

NHS Complaints Advocacy

Telephone - 0300 020 0093 (charged at local rate)

Email - yourvoicewer@pohwer.net

Post - Write to us at POhWER, PO Box 14043, Birmingham B6 9BL

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