

### For action and advice

In addition, should you be dissatisfied with the result of either the practice investigation, you can contact the **Parliamentary & Health Service Ombudsman (PHSO)**:

**Health Service Ombudsman for England**

**Millbank Tower**

**London SW1P 4QP**

**Tel: 0345 015 4033**

### Other useful contacts

NHS complaints Advocacy Service

Telephone – 0300 456 2370 (charged at local rate)

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

Post – PO Box 17943, Birmingham B6 9PB

Website – [www.powher.net](http://www.powher.net)



### **Complaints Information For Patients**

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 will be referred to an appropriate member of the management team, such as, the Reception Manager.

If your complaint is made in writing, the complaint can be addressed to the Group Practice Manager at the following address:

Riverside Retford  
Riverside Walk  
Retford  
Notts  
DN22 6FB

Tel: 01777 713330

[nnicb-bassetlaw.riversidehealthcentre@nhs.net](mailto:nnicb-bassetlaw.riversidehealthcentre@nhs.net)

### What we will do

We will attempt to resolve verbal complaints verbally, by discussing your concerns, answering any questions and providing an agreed solution.

Written complaints will be acknowledged within 3 working days of receipt and investigated accordingly. Some complaints may take longer to address but you will be informed of a response time. Likewise, if the practice cannot conduct a fair investigation, you will be advised of this.

Where your complaint is involving a specific clinician, this will be referred to them for their review and response.

Please know that making a complaint will not adversely affect your ongoing care at the practice. We will continue to deal with you fairly and compassionately, with the aim to provide a satisfactory resolution.

Riverside aim to learn from complaints and take action to avoid reoccurrences.

### 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.

### Complaining Independently

The practice would prefer to have the opportunity to answer complaints ourselves in the first instance.

However, you may pass your complaint directly to:

**Patient Experience Team**

**Nottingham & Nottinghamshire Integrated Care Board**

**Sir John Robinson House**

**Sir John Robinson Way**

**Nottingham**

**NG5 6DA**

**Tel: 0115 883 9570**

**Email: [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)**

### NHS Complaints Advocacy

**Telephone** - 0300 020 0093 (charged at local rate)

**Email** - [nhscomplaints@pohwer.net](mailto:nhscomplaints@pohwer.net)

**Text** – send the word ‘pohwer’ with your name and number to 81025

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