

### **Advocacy support**

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this PHSO webpage

### **Further action**

If you are dissatisfied with the outcome of your complaint from either the Nottingham and Nottinghamshire Integrated Care Board or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ  
Tel: 0345 015 4033

The Complaints Process

DDPCN





### **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.

### **How do I make a complaint?**

Most complaints can be resolved at a local practice level. Please speak to a member of staff if you have a complaint; Practice staff are trained to handle complaints. You can ask to speak to a member of the practice management team or alternatively, ask to speak to the DDPCN Complaints Manager, Rick Gooch.

### **What Happens Next?**

The complaint will be acknowledged within 3 working days. The Complaints Manager will also respond after investigation or within the timeframe specified to you at the acknowledgement stage of the process. Some complaints may take longer to address but you will be informed of a response time.

Please be assured making a complaint will not adversely affect your ongoing healthcare. We will deal with you fairly, compassionately and will endeavour to resolve the situation to a satisfactory conclusion.

Wherever possible, we aim to learn from complaints and take action to avoid similar occurrences.

### **How do I complain to someone Independent?**

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

Complaints Manager  
Derbyshire Dales PCN  
Scholes Mill  
Tansley  
Matlock  
Tel: 01629380480  
Email: ddicb.ddpcn@nhs.net

*However, please note, patients cannot raise the same complaint with the practice and DDPCN.*

***A complaint submitted to the practice will be taken to the next Monday Management meeting and it will be decided who is best to deal with your complaint. You will be informed of whom is investigating your complaint.***

### **Is there a time limit?**

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.

### **Investigating complaints**

DDPCN will investigate all complaints effectively and in conjunction with extant legislation and guidance.

### **Confidentiality**

DDPCN will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

### **Third party complaints**

DDPCN allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

### **Final response**

DDPCN will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.

