



**Hucknall Road Medical Centre welcomes complaints. They not only ensure that people can have**

**their concerns properly addressed but that they receive the best service to improve people's health and care.**

#### ***What services does our practice provide?***

The Surgery is funded by NHS Nottingham City to provide general medical services for the local population who are registered with the practice.

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

You can telephone, write, email or visit the Practice Manager or you can contact

***NHS England on 0300 311 22 33 or email:England.contactus@nhs.net alternatively visit their website: www.england.nhs.uk***

#### ***Who can make a complaint?***

Anyone can make a complaint. You can complain on behalf of another person with their written consent.

#### ***Is there a time limit for making a complaint?***

Yes. Your complaint should be made as soon as possible (up to one year after the event).

#### ***Can I get help and support?***

Yes. The POhWER Complaints' Advocacy Service provide free, independent, confidential support to people wishing to make a NHS complaint.

POhWER,  
PO Box 14043

Birmingham B6 9BL  
Tel: 0300 456 2370  
Minicom: 0300 456 2764  
Fax: 0300 456 2365  
[IMCA@pohwer.net](mailto:IMCA@pohwer.net)

#### ***What will happen once I make my complaint?***

Hucknall Road Medical Centre is committed to responding to complaints as quickly and helpfully as possible. All complaints will be acknowledged when received and investigated in a manner that is appropriate to the issues raised. We will advise you how long it may take to investigate your complaint. Where possible we will offer a range of suitable options to resolve the complaint. The Surgery will take action where needed to prevent the incident from happening again.

**Making a complaint will not put your care at risk or adversely affect your future care.**

#### ***Is it confidential?***

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

We may also need to share your complaint with other health professionals in order to ensure any issues raised are addressed appropriately.

If your complaint involves a number of different services such as Hospitals, Mental Health services,

Social Care or community health services we will work together to resolve your complaint. To do this we will need to share information.

#### ***What if I am still not satisfied?***

We aim to resolve all complaints. However, if you are not satisfied with the outcome of your complaint you can contact The Health Service Commissioner (Ombudsman) to investigate your case. The address to contact is:

The Health service Commissioner  
Millbank Tower  
Millbank  
London  
SW1P 4QP

**0345 015 4033**

**[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)**

**You can also visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

#### ***Do you have a compliment, comment, concern or question about the NHS?***

If you have any suggestions that would improve our services we will welcome and consider them. Either speak to someone at the practice or contact:

**Healthwatch Nottingham**

**01158599511**

**[www.healthwatchnottingham.co.uk](http://www.healthwatchnottingham.co.uk)**

**Who else can help:**

***NHS Nottingham City***

(Fund local NHS services including GP Practices, Dentists, Pharmacies, Hospitals and Mental Health Services)

1 Standard Court

Park Row, Nottingham NG1 6GN

**0115 88 39570**

***The Patient Association***

A national health care charity that highlights patients' concerns and needs. It provides advice aimed at helping people get the best out of their health care and tells you where you can get more information and advice.

Contact the Patients Association's helpline on **08456084455** or visit

**[www.patients-association.org.uk](http://www.patients-association.org.uk)**

***Care Quality Commission***

The Care Quality Commission is the independent regulator of health care and adult social care services in England. Even though the CQC cannot look into complaints about health care or social care services, they will be able to provide information and guidance on how to complain.

You can contact the CQC by

Phone: **03000616161**

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

Alternatively you can write to CQC at:

**Care Quality Commission**

**Citygate, Gallowgate**

**Newcastle NE1 4PA**



**Hucknall Road Medical Centre**

## **COMPLAINTS**

**Unhappy with the service  
you have received?**

**Don't be afraid to be  
speak up! We value your  
feedback to improve our  
service.**

