

## **NUTWOOD MEDICAL PRACTICE**

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THE HEALTH CENTRE  
Kents Bank Road,  
Grange-Over-Sands  
Cumbria LA11 7DJ  
Tel: 01539 715500 Fax: 01539 777200

Dr J E Irwin  
Dr H A Reeve  
Dr D J Golding  
Dr D M Crisp  
Dr F C Connolly

### COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the Doctors or Staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

#### **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 sorted out 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 the most a few weeks. If it is not possible to do that, please let us have details of your complaint.

- Within six months of the incident that caused the problem or
- Within six months of discovering that you have a problem provided this is within twelve months of the incident

Complaints should be addressed to Joyce Hodgson, Practice Manager, or any of the Doctors. Alternatively you may ask for an appointment in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

#### **What we shall do**

The Practice Manager will acknowledge a written complaint in writing within 3 working days, stating the anticipated date by which the complainant can expect a full response.

- We shall then be in a position to offer you an explanation, or a meeting with the people involved. Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problems do not happen again

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of physical or mental illness) of providing this.

**Complaining to NHS England** We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an 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 or you are dissatisfied with the result of our investigation. You should contact NHS England via the complaints manager. You have several options for doing this

**By post to:** NHS England, PO Box 16738, Redditch, B97 9PT

**By email** - [england.contactus@nhs.net](mailto:england.contactus@nhs.net) - With 'For the attention of the complaints manager' in the subject line.

**By telephone** - 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Patients can also contact ICAS (Independent Complaints Advocacy Service) 0808 802 3000 or email [penrithicas@carersfederation.co.uk](mailto:penrithicas@carersfederation.co.uk)