Mickleover Medical Centre

How to complain

In the first instance, please follow the Practice Complaints Procedure as below...

1. Please discuss your complaint with the staff member concerned.
2. Where the issue cannot be resolved at this stage, please contact the Practice Manager , or the Reception Manager using the practice complaints form, or by email to the practice email, you will receive an acknowledgement within 72 hours. SDERCCG.C81042-Reception@nhs.net
3. The Practice will aim to have investigated your complaint within 30 working days—you will be contacted with a revised date and a reason for any delay.
4. The practice may invite you for a meeting with the person/s concerned to discuss your complaint and aim to meet a resolution.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following:

Healthwatch Derby

Healthwatch Derby Team

Telephone Number: 01332 643988

NHS England

Telephone Number: 0300 311 22 33

Postal Address: NHS England, Box 16738, Redditch, Worcester, B87 9PT

Email: England.contactus@nhs.net

Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: http://www.cqc.org.uk

Ombudsman

As a last resort, if you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about NHS England. You can call the Ombudsman's Complaints Helpline on: 0345 015 4033

http://www.ombudsman.org.uk

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Mickleover Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else the Practice needs to know that you have their permission to do so. A consent form signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.