
Middleton Lodge Practice

Church Circle, New Ollerton, Newark, Notts, NG22 9SZ

Tel No: 01623 703266

Dr W Effingham & Dr C Edmondson

Middleton Lodge Complaint Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the 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 the national criteria. Please be assured that whether you are a patient, carer or relative you will not be treated adversely as a result of having complained.

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 if 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. This will enable us to establish what happened more easily. Complaints must be made within twelve months of the date that the subject matter of the complaint occurred or the date that the subject matter came to the complainant's attention.

Complaints should be addressed to the Practice Manager or any of the doctors, or you can telephone the surgery and speak to the practice manager, or you may email the practice manager. (Please ask the receptionist for the current email address), or you may ask for an appointment with the practice manager in order to discuss your concerns, who 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

We shall acknowledge your complaint within three working days, either by telephone or letter. There is no allotted timescale for resolution as requirements will differ from case to case. When we look into your complaint we shall aim to:

- i) find out what happened and what went wrong
- ii) make it possible for you to discuss the problems with those concerned, if you would like this
- iii) identify what we can do to make sure the problem does not happen again.

Complaining on behalf of someone else

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

Complaining to NHS England

Patients who wish to complain about primary care services can take their complaint to either the provider (GP, trust, etc) or the commissioner, NHS England, but not both. The North Midlands Complaints Service is responsible for dealing with all new complaints and complaints should be sent to the NHS Customer Contact Centre - contact details below:

Post: NHS England, PO Box 16738, Redditch. B97 9PT.

Email: england.contactus@nhs.net

Tel: 0300 311 2233

If you have concerns that you would prefer to discuss with someone who is not directly connected with your care you can contact POhWER is the NHS Complaints Advocacy Service and can offer free, independent, confidential advice telephone 0300 020 0093. For more information visit the website: www.pohwer.net

Complaining to Health Service Ombudsman

If you are not satisfied with the way your complaint has been dealt with by the provider or commissioner, you can contact the Parliamentary and Health Service Ombudsman (PHSO)

Post: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London. SW1P 4PQ

Email phso.enquiries@ombudsman.org.uk

Tel 0345 015 4033