

Further help and information

If you do not feel able to approach the practitioner or one of their staff, or are worried that if you do so you may be discriminated against, please contact the Complaints Manager at NHS England, who will be able to help you.

Address:

Complaints Manager
NHS England
PO Box 16738
Redditch
B97 9PT

Tel:

0300 311 22 33

Email:

england.contactus@nhs.net

‘marked for the attention of the complaints manager’

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Citygate
Mosley Street
Manchester
M2 3HQ
Tel 0345 015 40 33
Website: www.ombudsman.org.uk

You may also approach Healthwatch or the Independent Health Complaints Advocacy for help or advice;

The local Healthwatch can be found at:
<http://www.healthwatch.co.uk>

Healthwatch Northamptonshire
Victoria Centre
46-50 Palk Road
NN8 1HR

Tel. 03300 436 453

Email: Enquiries
@healthwatchnorthamptonshire.co.uk

Do you have a Complaint or Concern?



Please also see separate Complaints Form available at Reception

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. If you have a concern, you may wish to discuss it with our Administration Support Manager or Office Manager in the first instance. They will seek to understand your concerns and, where possible, resolve the matter informally. If you are not satisfied with the outcome, or if the matter cannot be resolved informally and you wish to make a formal complaint, you should do so, preferably in writing, as soon as possible after the event. This helps us to establish what happened and investigate the matter thoroughly.

In any event, a complaint should normally be made within 12 months of the incident or within 12 months of becoming aware that you have cause for complaint.

State your case clearly giving as much detail as you can.

Send your written complaint to:

The Operations Manager
Redwell Medical Centre
1 Turner Road
Wellingborough
Northants
NN8 4UT

Or email

northantsicb.complaints.k83011@nhs.net

What we Do Next

We look to settle complaints as soon as possible.

We will normally acknowledge receipt of your complaint within 3 working days and aim to complete our investigation within 10 working days. Once our investigation is complete, we will provide a formal response in writing. Where appropriate, we may contact you to discuss the complaint further to help resolve any outstanding concerns. If the matter is likely to take longer than anticipated, we will let you know and keep you informed of progress throughout the investigation.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality.

If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaints we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party and this depends on the wording of the authority provided.