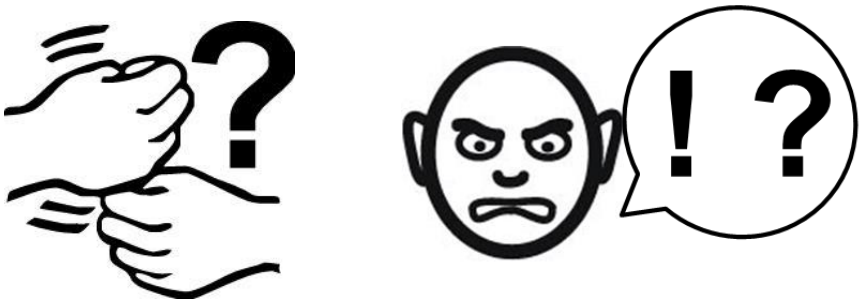
MUSTERS
MEDICAL PRACTICE



How to complain about the service at our practice

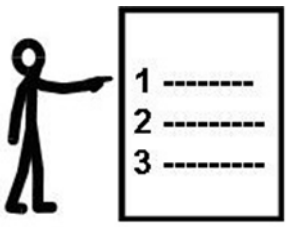
What is a complaint?

A complaint is when you are unhappy about a service;

- It could be about the way staff talk to you.
- It could be about something they did.
- It could be about something they should have done.

Who can help you make a complaint?

- A family member
- A friend
- A carer
- An advocate
- In Nottinghamshire we have POhWER, an advocacy organisation who can support you to make a complaint



When you make a complaint it is a good idea to:

- Write down the name of the person you speak to about your complaint.
- Write down what everyone says.

What you should do if you are unhappy about the practice.

Firstly, please talk to someone at the practice.

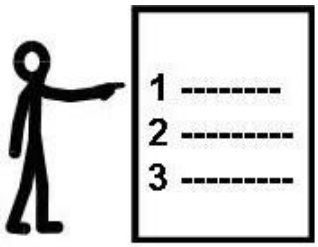
We can usually answer your questions and put things right quickly.

If you still wish to make a complaint, please ask the service to give you a copy of the complaint's procedure.

This will tell you how to make a complaint.

If you do not want to complain to the practice directly there are other people you can complain to.

You can complain to Nottingham & Nottinghamshire ICB



Different ways to make a complaint

You can:

Talk to someone

Telephone

Email

Write a letter

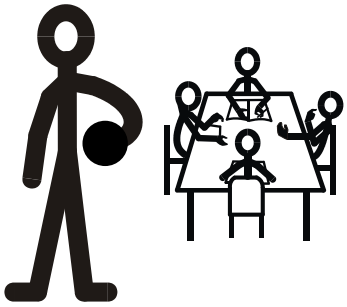
What happens next?

When you have made a complaint we will;

- try and put things right.
- explain why things went wrong.
- try and make things better.

If you are still unhappy

If you are still unhappy you can talk to someone called the Health Service Ombudsman.



An Ombudsman does not work for the NHS.

They will usually only look at your complaint after the NHS have tried to sort it out first.

If they decide the NHS did not deal with your complaint in the right way, they can suggest how they can make things right.

You can contact the Ombudsman by;

Telephone 0345 0154033

Email: phso.enquiries@ombudsman.org.uk

Textphone: 0300 061 4298

Text: text the words “call back” and your name and mobile number to 07624 813 005 and they will telephone you.

Write to:
Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank

London
SW1P4QP

Website: www.ombudsman.org.uk

What Things Mean:

Integrated Care Board

Local Doctors responsible for buying medical services.

G.P's work together in local groups. One of their big jobs is to plan and buy health services for the areas that they work in. This will include mental health and learning disability services.