

If you are dissatisfied with the outcome

You have the right to approach the Parliamentary & Health Service Ombudsman. Their contact details are:

The Parliamentary & Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

**www.ombudsman.org.uk/make-a-complaint
(to complain online or download a paper form)**

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

The local Healthwatch can be found at:
www.healthwatch.co.uk

The IHCA is able to be contacted at:
www.theadvocacypeople.org.uk/self-help-information-pages/nhs-complaints

The Patient Advice and Liaison Service (PALS) is based at:

Royal Derby Hospital, Uttoxeter Road, Derby,
DE22 8NE

Tel: 01332 785156

Email: Uhdb.contactpalsderby@nhs.net

Appletree Medical Practice

Appletree Medical Practice serves the whole of Duffield as well as the surrounding villages. We also have a branch surgery in the village of Little Eaton.

At Appletree we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

All our staff are bound by strict rules of Patient Confidentiality.



47a Town Street
Duffield
Belper
Derbyshire
DE56 4GG

Appletree Medical Practice

**TELL US HOW WE
ARE DOING.**

**COMPLIMENTS
AND
COMPLAINTS**



Updated March 2023

Making a complaint

At Appletree Medical Practice we constantly work to provide the best service possible to our patients and it is always good to receive compliments. However there may be times when you feel we have fallen short of this aim. Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the best approach to use initially.

If your problem cannot be sorted out in this way and you wish to make a formal complaint, you should let us know, either verbally or in writing as soon as possible after the event, giving as much detail as you can to help us quickly establish exactly what happened. This should certainly be within 12 months, either of the incident itself or of you becoming aware of the issue.

If you are a registered patient at Appletree you can complain to the Practice about your own care. You can also complain about someone else's treatment provided you have their written authority.

Practice Complaints Procedure

Our complaints procedure conforms to the NHS complaints procedure. If you have a complaint or concern about the service you have received from your Doctors or any of the staff working at Appletree, in the first instance you should contact the Practice Manager with full details:

Lianne Burke
Appletree Medical Practice
47a Town Street
Duffield
Belper
DE56 4GG
Tel: (01332) 842288

Please be as specific and concise as possible and we will make sure that we deal with your concerns promptly and in the correct way.

We will acknowledge your complaint within 3 working days and fully investigate it in a timely manner. If there is likely to be a delay in forwarding a comprehensive response we will explain the reason for the delay and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why. Wherever possible our first aim is to recover the situation and ensure your care has not been compromised. We will then see if there is something we can learn from the issue and make improvements as appropriate. We will also make it possible for you to discuss the issue with those involved if that is something you wish to do.

When the investigations are complete a final response will be sent to you, including details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. Parents/Guardians of children under 16 years old can make a complaint on their behalf. Otherwise, if you wish to make a complaint on behalf of another patient, we will require the written consent of that person to confirm that we can deal with a nominated person.

If 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 that prevent this in your covering letter.

Please note that unless the circumstances above apply we are unable to discuss any issue relating to someone else without their express written consent.

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 0300 311 22 33

By email: england.contactus@nhs.net

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

However, they usually prefer that you contact the surgery first as that can usually clear up the complaint.