

**MELBOURNE
PARK
MEDICAL
CENTRE**

Melbourne Road
Aspley
Nottingham
NG8 5HL

Telephone
(0115) 978 6114
(0115) 978 7070
(appointments only)

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E-mail:
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DR. D. RIDLEY MRCGP
DR. F. KHALID MRCGP
DR. P. BADHE MRCGP
DR. A. AHMED NMRCGP
DR. M. BATRA NMRCGP

How to make a Complaint, Comment or Compliment about Melbourne Park Medical Centre

We regard your views as an important measure of people's satisfaction with our services. If you have a concern or a complaint please tell us about it.

Learning from You

We are committed to using our resources to provide the best care and services possible. You can help us to improve our service by telling us about your experiences – good or bad.

The addresses and contact details for local NHS organisations are listed on the back of this leaflet.

How do I make Comments, Compliments and Suggestions about Melbourne Park Practice?

Contact a member of the Management Team; Lynda Cotton, Christine Hall, Martin Bosworth, Emma Ward and they will be happy to discuss any issues with you.

If you would prefer not to speak to someone at the Practice please contact :

NHS England Board customer contact centre: 0300 311 22 33

How do I raise a concern about our service or request information?

We will work to resolve any concerns you may have. If you feel unable to talk directly with the staff member concerned please contact one of the Management Team and they will help to sort out problems quickly.

How do I make a complaint about our service?

Wherever possible you should speak to someone involved in your care as it may be possible to sort out the problem straight away. You can also contact the Management Team by email or phone or if you prefer to speak to someone separate from the Practice you can contact the :

NHS Nottingham City clinical Commissioning Group advice and information line
On 0115 8839570
Or
POhWER on 0300 020 0093

Making a complaint will not put your care at risk.

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Who can make a complaint?

You can make a complaint on your own behalf or on behalf of a child, or someone who has died. If you have another person's permission, you can complain on their behalf.

Do I have to make my complaint in writing?

No. You can make your complaint verbally or in writing, whichever you prefer.

Is there a time limit for making a complaint?

Yes. Your complaint should be made as soon as possible either within six months of the event or within six months of you realising that you have something to complain about. The maximum time limit is 12 months from the event. However, if there were reasons why the complaint could not be made within these timescales, please discuss these with the practice or appropriate **Complaints' Manager**.

Can I get help and support to make a complaint?

Yes. The addresses and contact details for local NHS organisations are listed at the bottom of this leaflet.

What will happen once I make my complaint?

Your complaint will be fully investigated we will aim to resolve the concern and take appropriate action, where needed, to prevent the incident from happening again. Your rights to confidentiality will be respected throughout the investigation.

How long will it take?

You should receive a written acknowledgement within two working days and a **full written reply** from the practice within 10 working days, if the investigation takes longer than 10 working days to complete, we will keep you informed of progress.

What if I am still not satisfied?

If you are not satisfied with the outcome of your complaint you can approach the NHS Nottingham City Clinical Commissioning Group advice and information line (details at the bottom). If necessary, you should ask for your complaint to be considered for an **independent review** within 8 weeks of receiving the written reply to your complaint.

Useful contact details:

NHS England Board customer contact centre: 0300 311 22 33
England.contactus@nhs.net PO Box 16738, Redditch, B97 9PT

NHS Nottingham City clinical Commissioning Group advice and information line
On 0115 8839570

POhWER on 0300 020 0093 yourvoiceyourchoice@pohwer.net