

Introduction

If you have a complaint or concern about the service or care you, or a dependent adult or child, have received from the practice, please let us know. We operate a practice complaints procedure as part of an NHS wide system for dealing with complaints. Our system meets the national criteria.

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. We also have a comments box in the waiting area where you can give informal feedback notes to us. If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible. This is because, the sooner we know about a problem, the easier it will be for us to establish what happened. In any event, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

Ideally, complaints should be made in writing or emailed via willington.sms@nhs.net to the Practice Manager, Holly Goodrich or Dr Catherine Cowley.

Alternatively, you can ask to book an appointment to discuss your concerns with the Practice Manager either over the phone or face to face. She will discuss the complaints procedure with you and make sure your concerns are dealt with promptly. It will be a great help if you can give as much detail as possible about your concerns.

Using our complaints procedure appropriately will not prejudice your future care from Willington Surgery.

What we will do

Written complaints will be acknowledged within 2 working days and we will aim to have investigated your complaint and written back to you within 28 working days of receipt of the written complaint.

All complaints will be investigated by Holly Goodrich and discussed with Dr Cowley or an alternative partner if on annual leave.

We shall then be able to offer you an explanation.

When we investigate your complaint, we will:

- Find out what happened and what went wrong.
- Listen to any calls that are specifically included in the complaint.
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem does not happen again.
- Provide you with a written summary of the investigation and the conclusions.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have his or her permission to do so. A note signed by the person will be needed for you to complain on their behalf even if you have consent. We will correspond back on our finding to the patient directly. Where the patient is a child, the complaint should be by either parent, or in the absence of parents, the Guardian or other adult who has responsibility for the child.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give the best chance of putting right what has gone wrong and an opportunity for us to improve our practice. Should you decide that the practice complaints procedure is not how you would like to proceed or that we have not resolved your complaint to your satisfaction then you can contact:

NHS Derby and Derbyshire Integrated Care Board

The Council House
First Floor
Corporation Street
Derby
DE1 2FS
ddicb.complaints@nhs.net

If you are dissatisfied with the outcome of your complaint having contacted the above, you can contact:

Parliamentary and Health Service Ombudsman
Millbank Tower Millbank
London SW1P 4QP
Tel 03450154033
Email phso.enquiries@ombudsman.org.uk

I also include details of the local NHS Complaints Advisory Service, an independent, free and confidential service that offers support to patients when raising NHS complaints:

[Cloverleaf Advocacy \(cloverleaf-advocacy.co.uk\)](http://Cloverleaf Advocacy (cloverleaf-advocacy.co.uk))

- Tel: 01924 454874
- Email: referrals@cloverleaf-advocacy.co.uk
- Download an [Advocacy referral forms \(cloverleaf-advocacy.co.uk\)](http://Advocacy referral forms (cloverleaf-advocacy.co.uk))

WILLINGTON SURGERY

COMPLAINTS

PROCEDURE

POLICY

2026