

## CONTACT DETAILS

If you need to raise a formal complaint, please write to;

### The Complaints Team

Royal Primary Care  
Head Office  
The Grange  
Stubbing Road  
Grangewood  
Chesterfield  
S40 2HP

However, if you feel you cannot raise your complaint directly with us, you can contact: **NHS England** – please write to PO Box 16738, Redditch, B97 9PT or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net) To talk to someone telephone 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

If we fail to resolve your concern you can ask the **Parliamentary & Health Service Ombudsman** (PHSO) for an independent opinion. Please download a form from [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or telephone Customer Helpline **Tel: 0345 015 4033**



## Listening & Learning from Concerns / Complaints



*"Unable to get through on the phones"*

Worked with our telephone system provider and upgraded our telephone system and introduced the RPC App for easier access online.

*"I was upset by staff attitude towards me"*

We implemented a staff training session on 'customer care' and ensure all our new staff go through an full induction



Royal Primary Care will not discriminate against you, or allow your care, treatment or support to be affected if you make a complaint.

Revised April 2022



**ROYAL  
PRIMARY  
CARE**

DERBYSHIRE

## Problems? Concerns? Questions? Compliments?

**We are Here to Help.**

Tell us that you're not happy about something!

Royal Primary Care is always looking for ways to improve the services we provide to you. To do this effectively, we need to know what you think about the service you receive. Tell us what we did great, what we could do better and where we don't meet your expectations. Only by listening to you can we continue to build and improve the services we offer.



## RAISING A CONCERN OR COMPLAINT

In the first instance please discuss your concern with any member of staff. If they can help you, they will. If they are unable to, they will escalate to a manager.

Sometimes the best person to help you is not immediately available, but we will take your details and get back to you the next day.

Alternatively, you can complete this form and hand it in to reception. If we cannot help you within 48 hours, we will escalate your concern into a formal complaint.

If you wish to go directly to a formal complaint, again please either complete this form or write to the Complaints Team.

We will write to you and acknowledge your complaint within three working days.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within 12 months from when the issue came to your notice.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again.

## LET US KNOW YOUR VIEWS, TELL US ABOUT OUR SERVICE

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### HOW CAN YOU TELL US?

- You could talk to one of our Patient Partnership Group Members or complete one of their forms in the practice.
- You could complete our survey we send out in the post.
- You could visit NHS Choices – Royal Primary Care site.
- You can provide feedback on our website (please note that to make a complaint has a specific section) .
- You could respond to the SMS you may receive for Friends & Family Test.
- You can complete our online form.
- You can email us at [nderccg.rpccomplaintsteam@nhs.net](mailto:nderccg.rpccomplaintsteam@nhs.net)

Your Name:

\_\_\_\_\_

Patients Name

\_\_\_\_\_

(if different)

Contact Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Telephone: \_\_\_\_\_

Is this a :

Compliment

Comment

Concern

Complaint

Date: \_\_\_\_\_

Details:

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Patient

Consent: \_\_\_\_\_

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