

## **If you are dissatisfied with the outcome**

You have the right to approach the Health Service Ombudsman, The contact details are:

The Parliamentary and Health Service Ombudsman Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Further information on making a complaint can be gained from NHS England at

<http://www.england.nhs.uk/contact-us/complaint/>

Or by calling:

Tel: 0300 311 2233

Our Practice Manager is:

Pauline Beall

01530 832095

[BroomleysSurgery.Patients@nhs.net](mailto:BroomleysSurgery.Patients@nhs.net)

**Broom Leys Surgery  
Broom Leys Road  
Coalville  
LE67 4DE**



## **Broomleys Surgery: Complaints Leaflet**

### **Opening Hours**

The surgery is open between 08.00am - 12.45pm and 1.30pm - 6.00pm Monday to Friday. Please Note: Between 12.45pm - 1.30pm the surgery will be shut for lunch.

If you require assistance between 12.45pm - 1.30pm and 6.00pm - 6.30pm please call 01530 832095 and follow the recorded instructions.

Website: [www.broomleyssurgery.co.uk](http://www.broomleyssurgery.co.uk)

Email: [BroomleysSurgery.Patients@nhs.net](mailto:BroomleysSurgery.Patients@nhs.net)

NHS Choices Website: [www.nhs.uk](http://www.nhs.uk)

**NHS**

**NHS**

**Tel: 01530 832095**

**Fax: 01530 832616**

## Making a Complaint

We hope you will be satisfied with our service, however we are aware that this is not always the case. We aim to sort out most problems quickly and easily, often at the time that they arise with the person concerned. However, where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event, ideally within a few days, as this helps us to establish what happened more easily. In any event this should be;

- \* Within 12 months of the incident
- \* Or, within 12 months of discovery

Giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. (See separate sections on leaflet)

We are able to provide you with a separate complaints form to register your complaint and this includes a third party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Sent your written complaint to:

Practice Manager  
Broomleys Surgery  
Broomleys Road  
Coalville

LE67 4DE



## What we do next:

We look to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing or you may be invited to meet with the person (s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigation into your complaint is complete a final response will be sent to you.

Where your complaint involves more than one organisation (e.g. partner agencies) we will liaise with that organisation so that you receive on coordinated response. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include 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. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where 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 which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient or may be able to deal direct with the third party, and this depends on the wording of the authority provided.