

Useful Contacts

NHS Norfolk and Waveney Integrated Care Board (ICB)

Address: Complaints Manager, NHS Norfolk and Waveney integrated Care Board, County Hall, Martineau Ln, Norwich, NR1 2DH

Telephone: 01603 595857 (This is an answer machine service. Please leave a message requesting a call back)

Email: nwicb.complaintsservice@nhs.net

NHS Complaints Advocacy for Norfolk & Cambridgeshire

Address: PO Box 14043, Birmingham, B6 9BL

Telephone: 0300 456 2370

Email: pohwer@pohwer.net

The Parliamentary & Health Service Ombudsman

Telephone: 0345 015 4033 (Helpline)

Web: www.ombudsman.org.uk

The Samaritans

Telephone: 116 123

Web: www.samaritans.org

Citizens Advice Bureau

Web: www.citizensadvice.org.uk

Theatre Royal Surgery



Complaints

**27 Theatre Street
Dereham
NR19 2EN**

Tel. 01362 852800

www.theatresurgery.com

Our Complaints Policy

If you have any complaint or concern about the service that you have received from the doctors or staff working in this practice, you are entitled to ask for an explanation.

We operate an informal, in-house, complaints procedure to deal with this. Our procedure does not deal with matters of legal liability or compensation.

In some cases, the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

Your complaint may be raised with the practice in the first instance or if you prefer, the ICB who will handle your complaint but not both.

Our complaints procedure does not affect your right to seek compensation in law.

Making a complaint will not prejudice your treatment at the practice or in the wider NHS. Details of any complaint are not filed with your medical records but are kept completely separately.

How do I make a complaint?

You may complete the practice Complaint Form that you will have received with this leaflet. If you require an additional copy, please ask the receptionist.

You do not have to use the form if you prefer to set out your complaint in your own way.

Alternatively you may visit our practice website, www.theatresurgery.com and complete the feedback form or contact the practice and speak with our Operations Manager.

Can I complain on behalf of someone else?

Yes. You need to state on the Complaint Form who you are acting for and your relationship to that person. If you are not the patient, the patient will need to sign the Complaint Form as well as yourself.

Who do I send the form to?

In the first instance, please send your form to Mrs Trudy Dye, Operations Manager

The Operations Manager will en-route details of your complaint to the most relevant person(s) in the practice to investigate the problem.

How quickly will the practice respond to the complaint?

Our management team will ensure that your complaint is investigated as thoroughly and speedily as possible by the most appropriate person(s) in the practice. We aim to respond to you within ten working days.

If your complaint is complex or if it concerns a member of staff who is absent, we may require longer than ten working days in order to complete our investigations.

At all times we will do our utmost to keep you informed about the progress of your complaint.

Confidentiality

Please be aware that the practice must ensure strict adherence to the rules governing confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

How is my complaint handled?

Please send your complaint to us as quickly as possible. It is likely that as a first step the investigator will contact you directly to ensure that he or she fully understands the nature of your complaint. The investigator will then interview appropriate members of the practice staff and may inspect all relevant documents.

In cases of a clinical complaint, one of the partners (not involved) will be in charge of investigations.

If you are complaining about a practice policy or procedure rather than a specific incident or member of staff, usually the Operations Manager will handle the complaint.

What do I do if I need help to complain?

Please contact our Operations Manager who will be pleased to assist you.

What if I am not satisfied?

If, after receiving our response, you are unsatisfied with our explanation you can take the matter further by contacting:

- NHS Norfolk and Waveney Integrated Care Board
- NHS Complaints Advocacy for Norfolk & Cambridgeshire
- The Health Service Ombudsman (all contact information is shown overleaf).

You can, of course, contact them directly if you prefer.