

## Advocacy support

### POhWER

[www.pohwer.net](http://www.pohwer.net)

Telephone: 0300 456 2370

### Advocacy People

[www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)

Telephone: 0330 440 9000

### Age UK

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Telephone: 0800 055 6112

### PALS

[www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service](http://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service)

Your local Council can also give advice on local advocacy services.

If you require this leaflet in a different format or language, please advise the complaints manager.

## Practice Opening Hours

### Coltishall Medical Practice

Monday: 08:00-18:30

Tuesday: 08:00-18:30

Wednesday: 08:00-18:30

Thursday: 08:00-18:30

Friday: 08:00-18:30

Saturday: Closed

Sunday: Closed

### Spixworth Surgery

Monday: 08:00-13:00, 13:30-17:00

Tuesday: 08:00-13:00, 13:30-17:00

Wednesday: 08:00-13:00, 13:30-17:00

Thursday: 08:00-13:00, 13:30-17:00

Friday: 08:00-13:00, 13:30-17:00

Saturday: Closed

Sunday: Closed

Both surgeries are closed on the second Wednesday of each month for staff training purposes. The closures will take place between 12:00-15:00. Our full list of closures and times can be found on our website.

# The Complaints Process

Coltishall Medical Practice, St Johns Close,  
Coltishall, NR12 7HA

Telephone: 01603 737593

Email: [nwicb.complaints.coltishallmp@nhs.net](mailto:nwicb.complaints.coltishallmp@nhs.net)

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



We aim to deliver the highest standards of care to all of our patients but understand that we may not always get everything right. We take all complaints seriously and ensure these are fully investigated, making it possible for you to discuss the problem with those concerned, ensuring you receive an apology where appropriate and take steps to prevent the problem arising again.

## How to complain

A complaint can be made verbally or in writing. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaints manager, Jessica Bane, Assistant Practice Manager and IT Lead. If you wish to make a complaint in writing, a complaints form is available from reception. Additionally, you can write to the complaints manager or email [nwicb.complaints.coltishallmp@nhs.net](mailto:nwicb.complaints.coltishallmp@nhs.net).

## Third party complaints

We allow a third party to make a complaint on behalf of a patient. We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. A third-party patient complaint form is available from reception.

Your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. We will acknowledge your complaint within three working days and aim to have fully investigated within ten working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. All complaints are dealt with the utmost confidentiality, adhering to GDPR and are held separately from the patient's healthcare record.

## What to expect after making a complaint

You should:

- have your complaint acknowledged and properly looked into
- be kept informed of progress and told the outcome
- be treated fairly, politely and with respect
- be sure that your care and treatment will not be affected as a result of making a complaint
- be offered the opportunity to discuss the complaint with a complaints manager
- expect appropriate action to be taken following your complaint

Most problems can be dealt with locally but in some cases you may feel more comfortable speaking to someone not directly involved in your care. In this case, you can contact the commissioner, Norfolk and Waveney Integrated Care Board, by:

**Telephone:** 01603 595857

**Email:** [nwicb.complaintsservice@nhs.net](mailto:nwicb.complaintsservice@nhs.net)

**Post:** NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH



If you are dissatisfied with the outcome of your complaint from either this organisation or the commissioner and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO). It is an independent service which is free for everyone to use. To take your complaint to the Ombudsman, visit: [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call: 0345 015 4033.

