

Further action

If you are dissatisfied with the outcome of your complaint from either Derby and Derbyshire ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk

Sett Valley Medical Centre

Hyde Bank Road

New Mills

Derbyshire

SK22 4BP

01663 743483

ddicb.receptionsettvalley@nhs.net

www.settvalley.co.uk

The Complaints Process

Sett Valley Medical
Centre



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Sett Valley Medical Centre

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, Practice Manager or one of the Reception Supervisors, but note this may need to be a booked appointment.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Derby and Derbyshire ICB
Cardinal Square
10 Nottingham Road
Derby
DE1 3QT

01332 868730
ddicb.enquiries@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to ddicb.receptionsettvalley@nhs.net

Time frames for complaints

The time constraint on bringing about a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Practice Manager will respond to you within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

If you require impartial help or advice in resolving the complaint, NHS complaints advocacy service can help you. You can contact **VoiceAbility** on the below details:

VoiceAbility
Unit 1
The Old Granary
Westwick
Oakington
Cambridge
CB2 3AR

Telephone: 0300 303 1660
helpline@voiceability.org