

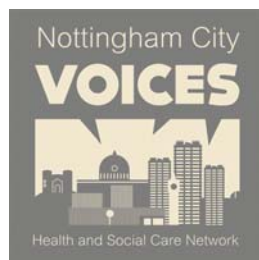
Want to raise a comment or concern but don't want to make a complaint?

If you do not want to make a complaint but you do have a comment about the NHS or a suggestion you would like to share with us, you can do this by:

- **Contacting the Patient Experience Team** at NHS Nottingham City Clinical Commissioning Group. Our details are at the end of the leaflet.
- **Contacting Nottingham City Voices.** This is a health and social care network for sharing views, comments and opinions about health and social care services in Nottingham City.

Tel: 0115 883 9570

Email: nottinghamcity.voices@nottinghamcity.nhs.uk



You can also find them on Facebook at www.facebook.com/NottinghamCityVoices or follow them on Twitter [@NottmCityVoices](https://twitter.com/NottmCityVoices)

You can find out more about Nottingham City Voices and join at www.nottinghamcityvoices.org



Patient Experience Team

Tel: 0115 883 9570 or 0800 183 0456

Email: ncccg.patientexperience@nhs.net

Mail: Patient Experience Team, NHS Nottingham City CCG, Standard Court, 1 Park Row, Nottingham NG1 6GN.

This information can be provided in alternative languages and formats, please contact the NHS Nottingham City CCG Patient Experience Team



Download the
NHS Nottingham
Health App

How to make a complaint about an NHS service in Nottingham City



NHS Nottingham City Clinical Commissioning Group (CCG) plans and buys health services for the people of Nottingham City. Your complaint is important to us. We want to make sure that the health services we provide meet the needs of the residents of Nottingham City and if a service hasn't lived up to your expectations we want to hear about it.

How do I make a complaint?

You can make your complaint in writing, over the telephone or by email either directly to the service you wish to complain about (for instance the hospital or the ambulance service) or to the Patient Experience Team at the CCG. Our details are at the end of this leaflet.

The Patient Experience Team can investigate complaints about any of the NHS services provided in the City of Nottingham except complaints about doctors, dentists, opticians and pharmacists.

If your complaint is about a doctor, dentist, optician or pharmacist then please contact NHS England.

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Mail: NHS England, Customer Contact Centre,
PO Box 16738, Redditch B97 9PT

How long do I have to make a complaint?

You have up to one year after something happened to make a complaint about it or up to one year from when you knew about something happening (whichever is longer).

What happens when I make a complaint?

We will take the details of your complaint from your letter or email, or if you've spoken to us on the telephone we will complete a complaint form and send it to you for you to sign and return to us.

We will then investigate your complaint in a way that is appropriate to the issues you have raised. We may need to look at your medical records or contact other NHS organisations for information but we will always ask your permission before we do this and your personal information will be stored securely in line with confidentiality and information governance guidelines.

Your complaint investigator will discuss with you how long the investigation is likely to take depending on the nature and content of your complaint. This will usually be 25 working days but if your complaint is about more than one NHS service it is likely to take longer.

At the end of the investigation we will write to you with our response to your complaint. This will say whether your complaint has been upheld or not and what actions have been taken as a result of your complaint.

What happens after my complaint?

Your complaint is important to us. If something has gone wrong then we want to put it right for you and also for future patients. We want to learn from complaints and improve our services. Some improvements can be put in place straight away, others may take more time. The Patient Experience Team will complete an action plan to make sure that all the improvements that have been identified by your complaint are made.

Also your complaint may have shown us that there is a problem with the way a service is provided or that there are gaps in services. As commissioners we use information from complaints (and other sources) to plan what services are needed and how best to provide them. The Patient Experience Team regularly reports on complaints and what they tell us about health services in Nottingham City.

What if I am not happy with the response to my complaint?

If you are not happy with our response to your complaint please contact the Patient Experience Team and we will see what more we can do to resolve your complaint. Our details are at the end of this leaflet.

You can also make a complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and can review complaints about the NHS.

You can contact the Ombudsman on

Tel: 0345 015 4033 or

Email: phso.enquiries@ombudsman.org.uk

or visit the website at www.ombudsman.org.uk.

Support in making a complaint

If you would like support to make your complaint about an NHS service you can contact POhWER. This is an independent advocacy service which can help you use the NHS complaints process.

You can find more information about POhWER at www.pohwer.net or you can call them on

Tel: 0300 020 0093.