

# **Positive Comments, Complaints & Suggestions**

**Address:** Holt Medical Practice, Kelling Hospital, Old Cromer Road, High Kelling, Holt, Norfolk, NR25 6QA

**Website:** <https://holt-practice.nhs.uk>

**Telephone:** (01263) 712461

The Doctors and staff at Holt Medical Practice strive to always deliver high quality patient care. We will always be willing to hear if there is any way that you think that we can improve the service we provide. If you have a complaint or concern about the service you have received at this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets the national criteria.

## **Positive Feedback**

### **Ways to let us know if we are doing things well.**

**Tell us:** it is always lovely to receive verbal or written feedback about our staff and GPs who have made a positive difference to you. You can do this by sending the Operations Manager a letter (via the main practice address) or completing an online feedback form via our website (at [holt-practice.nhs.uk](http://holt-practice.nhs.uk)). Alternatively, you could leave a verbal message with our Reception Team who will feed it back to Operations Manager.

**Family & Friends Test:** these forms are given out opportunistically by clinicians and staff and should then be handed back in at Reception. They consist of 1 main question and take seconds to complete. They are anonymous but the comments are monitored externally. It gives us a good overview of how we are getting on.

**PLEASE NOTE - Whether your feedback is positive or negative, it is a great help if you are willing to put your name on your feedback so that we may properly praise individuals and/or thoroughly investigate concerns.**

# Concerns or Complaints

## **The informal approach**

We believe that most problems are best resolved as a result of early and open communication at the time issues arise directly with the person concerned. We find that most patient concerns can be fully addressed through early discussions and open meetings. The sooner you tell us your concerns, the sooner we can work with you to address them. We will always provide focused feedback to staff and try to ensure we learn from any failings. You can do this by calling and asking to speak to the relevant Manager, the Operations Manager or completing a brief feedback form, online at our website.

## **The formal approach**

If your problem cannot be sorted out informally or is not resolved to your satisfaction, you should address your concerns to the Operations Manager, in writing.

Any letters of complaint should be as specific as possible about the nature and timings of your concerns.

## **What will we do upon receipt of a formal complaint?**

We shall acknowledge your complaint within 5 working days and within 28 working days have carried out initial investigations and updated you of the same. This may involve us calling you, responding in writing (as below) and/or inviting you to attend a meeting with one of our Senior Managers or Clinicians to discuss your concerns in person. The Practice will decide who is the most appropriate member of our Team to investigate your concerns.

***“We believe in apologising for our mistakes when they have happened and are committed to identifying how we can learn from those mistakes to prevent them re-occurring in the future”.***

Becky Burns, Operations Manager

### **If you are not satisfied with our response**

If you have tried to resolve your complaint at local level and this has failed, you can then register an official complaint with the **Parliamentary and Health Service Ombudsman** by:

- Secure email: Visit their “making a complaint” page online.
- Phone: Call the Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday or send a text to the 'call back' service: 07624 813 005.

**If you would prefer to raise your complaint externally from the outset: you can do this via Norfolk and Waveney ICB.** You have several options for doing this:

- By post: NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH (Addressed to the Complaints Manager)
- By email: [nwicb.complaintsservice@nhs.net](mailto:nwicb.complaintsservice@nhs.net)  
(With the subject clearly marked 'For the attention of the Complaints Manager')
- By telephone: 01603 595857

### **You may wish to have support from the NHS Complaints Advocacy Service.**

An NHS Complaints Advocate will:

- listen to your concerns,
- support you to make a complaint about care and treatment provided or funded by the NHS,
- answer any questions about the complaints procedure and explain your options,
- provide information and self-help tools,
- work with you and provide you with as much or as little support as you need,
- signpost you to other local support services.

An NHS Complaints Advocate cannot help with legal matters or compensation claims.

You can contact the NHS complaints Advocacy Service using the information below:

By email: [nhscomplaints@pohwer.net](mailto:nhscomplaints@pohwer.net)

By telephone: 0300 456 2370

By Speech to Text via Relay UK: [www.relayuk.bt.com](http://www.relayuk.bt.com)

By text: send the word 'pohwer' with your name and number to 81025

By post: PO Box 17943, Birmingham, B9 9PB

On the Website: [www.pohwer.net/norfolk](http://www.pohwer.net/norfolk) - Referral forms can be downloaded from here.

For Deaf Advocacy support including support in BSL please contact RAD:

Make an online referral at: [royaldeaf.org.uk/make-a-referral](http://royaldeaf.org.uk/make-a-referral)

Send a BSL video or email to: [advocacy@royaldeaf.org.uk](mailto:advocacy@royaldeaf.org.uk)

By text: 07851 423866

By telephone: 0300 688 2525

### **Complaining on behalf of someone else**

Please note that we are governed by strict rules of patient confidentiality. If you are complaining on behalf of someone else, we must know that you have his or her permission to do so. A note signed by the person concerned will be needed, or (if they are too ill) then verbal permission should be provided by the complainant direct to a doctor or the Operations Manager.

**Without your feedback we cannot improve!**