

# LET THE PRACTICE KNOW YOUR VIEWS

Harleston Medical Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.**

**The GP lead for Patient Experience is Dr Sanjay Singh.**

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Maria Flood who will try to resolve the issue and offer you further advice on the complaints procedure.

**Email:** [nwcb.harleston.reception@nhs.net](mailto:nwcb.harleston.reception@nhs.net)

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Harleston Medical Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their consent to do so. A completed, signed, third party complaint consent form will be required. These are available from reception and can be downloaded from our website.

## COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact Norfolk and Waveney Integrated Care Board. You can do this by:

- **Telephone:** 01603 595857
- **Email:** [nwcb.complaintsservice@nhs.net](mailto:nwcb.complaintsservice@nhs.net)
- **Post:** NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH