

If you have a compliment, complaint or concern about the service you have received from us or any of the staff working within the GP front door service, please let us know.

We would love to hear what you liked about our service: Please email all compliments to info@northnorfolkprimarycare.com

HOW TO COMPLAIN:

We hope that most problems that arise can be sorted out quickly and easily, often at the time they arise and with the person concerned.

If you wish to make a formal complaint, please do so as soon as possible. This will enable us to establish what happened more easily.

If this is not possible, 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.

YOUR COMPLAINT SHOULD:

- be made in writing
- be addressed to the Service Manager
- be as concise and specific as possible.

You can email your complaint to complaints@northnorfolkprimarycare.com

SOME PATIENTS MAY CHOOSE NOT TO PUT THEIR COMPLAINT IN WRITING, AND WISH TO DISCUSS BY TELEPHONE OR FACE TO FACE.

PLEASE RING 01603 576091 AND ASK TO SPEAK TO THE SERVICE MANAGER.

WHAT CAN YOU DO IF YOU ARE NOT SATISFIED WITH OUR INVESTIGATION AND EXPLANATION?

If you are not satisfied with the way we have handled your complaint or the outcome of our investigation, you may refer the matter to NHS Norfolk and Waveney CCG:

01603 595857

nwccg.complaintsservice@nhs.net

NHS Norfolk and Waveney Clinical Commissioning Group, Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St Andrew, Norwich, NR7 0WG

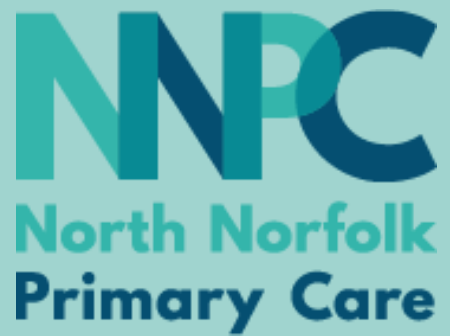
If you remain dissatisfied after contacting NHS Norfolk and Waveney CCG, you can address your concerns to the Parliamentary and Health Ombudsman:

- 0345 015 4033
- Millbank Tower, Millbank, London, SQ1P 4QP
- www.ombudsman.org.uk



CONTACT US

01603 576091
info@northnorfolkprimarycare.com
complaints@northnorfolkprimarycare.com



GP FRONT DOOR AT THE JAMES PAGET HOSPITAL



INFORMATION FOR PATIENTS

IF YOU ARE READING THIS YOU HAVE
BEEN GIVEN AN APPOINTMENT IN
THE GP FRONT DOOR SERVICE
BASED AT THE JAMES PAGET
HOSPITAL



As the clinician you have spoken to will have explained, this service gives you the opportunity to see a GP or Nurse Practitioner (NP), rather than waiting in the Accident and Emergency Department.

The reason for this is because the clinician you spoke to deems your presentation appropriate to be dealt with by seeing either a GP or NP.

The benefit of this is that your visit to the Hospital will likely be shorter and once you have been seen, the GP or NP can advise on the best course of action for your needs.

This includes:

- The relevant Hospital department
- Your registered GP Practice for further action
- If appropriate, back to your own home

Whilst we work closely with the Hospital, this service runs separately and is operated by North Norfolk Primary Care Ltd.



COMPLAINING ON BEHALF OF
SOMEONE ELSE:

If you are not the patient, but are complaining on their behalf, you must have their permission to do so.

We will need to see written consent from the patient concerned to enable us to discuss any complaint further, unless they are incapable (because of illness or infirmity) of providing this.



WHAT WE WILL DO:

01

We will acknowledge your complaint within 3 working days, and aim to have fully investigated it within 28 working days of having received the complaint. 4

02

If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish the investigation.

03

When we look into your complaint, we will:

- investigate the circumstances
- make it possible for you to discuss the problem with those concerned
- make sure you receive an apology, if this is appropriate.

04

You will receive a final letter setting out the result of the investigation into your complaint.

