



### How we use your comments to improve our service to you

NNPC recognise that feedback both good and bad is very important to enable us to quality assure our services.

- We keep a confidential log of all complaints and monitor our response times.
- We look for trends or themes in patients comments to check how we are doing.
- All complaints are discussed at our Quality & Safety Committee meetings.
- We learn from complaints and comments and adapt our services to prevent problems happening again.

### The Care Quality Commission

NNPC is registered with the Care Quality Commission (CQC).

The CQC makes sure that health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve.

You can tell the CQC about your experiences and views at any time.

If you have concerns about standards of care or safety, or if any person has a comment about their own care, you can tell the CQC about it.

You can find further details from the CQC at [cqc.org.uk](http://cqc.org.uk)

or via their telephone number  
**03000 616161**

Or via email  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

or in writing to them at:

**CQC National Customer Service Centre,  
Citygate, Gallowgate, Newcastle Upon  
Tyne, NE1 4PA**

**Advocacy Support information is  
available at:**

[Getting advice and support |  
Parliamentary and Health Service  
Ombudsman \(PHSO\)](#)

Norfolk Primary Care C.I.C.

[www.norfolkprimarycare.com](http://www.norfolkprimarycare.com)



# Complaints Procedure

## Information For Patients



**If you have any comments or wish to  
complain about any part of the service we  
offer, please do let us know.**

We recognise that that one of the ways we can improve the quality and safety of the service we provide is to listen to your views.

Of course we also welcome comments about any aspect of our service that you think is good.

**If you have a complaint or concern about the service you have received from us or any of the staff working for NPC, please let us know.**

### **How to complain**

We hope that most problems that arise can be sorted out easily and quickly 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** — ideally within a matter of a few days. This will enable us to establish what happened more easily.

If doing 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.

You can email your complaint to:  
[complaints@norfolkprimarycare.com](mailto:complaints@norfolkprimarycare.com)

or write to us at:

**3<sup>rd</sup> Floor, Reed House, Peachman Way,  
Broadlands Business Park, Norwich, NR7  
0WF**

Your complaint should be made in writing and addressed to the Complaints Team. You should be as concise and specific as possible.

**Or call us on:  
01603 576091**

We will aim to deal with your concerns promptly.

### **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 person 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**

We will acknowledge your complaint within 3 working days and aim to have fully investigated it within 10 working days of having received the complaint.

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.

When we look into your complaint, we will investigate the circumstances, make it possible for you to discuss the problem with those concerned and make sure you receive an apology, if this appropriate.

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

### **What can you do if you are not satisfied with our investigation and explanation?**

We hope that if you have a problem you will use our Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However, as an alternative to contacting us, you may wish to refer the matter to NHS Norfolk and Waveney Integrated Care Board.

Tel: **01603 595857**

Email: [nwicb.complaintsservice@nhs.net](mailto:nwicb.complaintsservice@nhs.net)

Address:

**NHS Norfolk and Waveney Integrated  
Care Board, 8<sup>th</sup> Floor, County Hall,  
Martineau Lane, Norwich, Norfolk, NR1  
2DH**

For more information about NHS Norfolk and Waveney's Complaints process, please visit their website at:  
[improvinglivesnw.org.uk](http://improvinglivesnw.org.uk)

**Please note that you cannot raise the same complaint to both organisations.**

If you remain dissatisfied after contacting us or NHS Norfolk and Waveney ICB, you can address your concerns to:

**The Parliamentary and Health  
Ombudsman, Millbank Tower, Millbank,  
London, SW1P 4QP Tel: 0345 015 4033**

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)