

# Dr Zafar & Partners

## Danes Camp Medical Centre

Rowtree Road, East Hunsbury, Northampton, NN4 0NY, Tel: 01604 709426, Fax: 01604 709427,  
www.danescampsurgery.nhs.uk

### Complaints & Comments Leaflet

#### Suggestions

We welcome any constructive suggestions for future developments within the practice. Please make these in writing and send to Sally Pike, Practice Manager.

#### Feedback

The practice undertakes an annual patient survey of approximately 300 patients who attended the surgery over a 2-3 week period. The results of these surveys are shared with the whole practice team, the CCG, NHS England, our Patient Reference Group and published on our website. Where possible we try to make adjustments to reflect changes patients indicate they would like to see. At any time of the year we are also happy to receive any constructive comments that patients wish to make about our services. Please address them to Sally Pike at the surgery.

#### Complaints

We aim to always give the best service possible, but there may be an occasion when you feel that we have not achieved this. If you have a complaint or concern about the services we provide, we hope that you will allow us to investigate and put this right, or rectify any mistakes. Our practice complaints procedure is part of the NHS system for dealing with complaints and meets the national criteria. We are not able to deal with questions of legal liability and/or compensation and our procedures do not affect your right to complain

#### How to complain

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

If this is not possible and you wish to make a complaint, please inform us as soon as possible – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If this is not possible please let us have details of your complaint within 12 months of the incident that caused the problem.

**If you wish the practice to handle the complaint write to: Sally Pike, Practice Manager, Danes Camp Medical Centre, Rowtree Road, East Hunsbury, Northampton, NN4 0NY**

Alternatively you may ask for an appointment with Ms Pike in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

#### If you do not wish the practice to deal with your complaint

In the first instance then please contact Tel: 0300 311 22 33

Email: [contactus@nhs.net](mailto:contactus@nhs.net)

#### Postal Address:

NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT

#### What Happens Next?

Your complaint will be acknowledged within three working days and aim to have investigated your complaint within ten working days. We shall then be in a position to offer you an explanation, or a meeting with the people involved. On investigation we shall aim to:

- Establish what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned;
- Make sure you receive an apology, where this is appropriate;

- Identify what we can do to avoid the problem recurring

### **Complaining On Behalf Of Someone Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Written consent from the patient will be required (unless there is incapacity through illness).

### **What happens if you are unhappy with the explanation?**

If you are unhappy with the explanation provided the last stage of the Complaints procedure is for the complaint to be referred to the Parliamentary and Health Ombudsman who can be contacted on their Complaints Helpline between 8.30 and 5.30 Monday to Friday.

**Tel: 0345 015 4033**

**or by e-mail**

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**or fax them on 0300 061 4000.**

You can also contact them in writing at: -

**The Parliamentary Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP**

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# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr Azhar Zafar  
Dr Kashif Zaman  
Dr Asim Chishti  
Dr Haroon Butt

**Please Take a Copy**

*(Updated July 2014)*

