

Advocacy support

If you would like help to raise a concern or make a complaint, independent advocacy support may be available.

- POhWER support centre: 0300 456 2370
- The Advocacy People: 0330 440 9000
- Age UK advice line: 0800 055 6112
- Your local council can advise on local advocacy services

Further information about finding an advocate is available from the NHS: [Someone to speak up for you \(advocate\)](#)

Please let us know if you need this leaflet in a different format or require communication support.

Further action

If you are dissatisfied with the outcome of your complaint from either the Integrated Care Board (ICB) or Woodville Surgery, you can escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO).

PHSO postal address

Parliamentary and Health Service
Ombudsman
Citygate
Mosley Street
Manchester
M2 3HQ

London office

Millbank Tower
21 Millbank
Westminster
London
SW1P 4QP

Contact

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

The PHSO will normally expect you to have completed the local complaints process first.

Woodville Surgery

The Complaints Process

Helping you raise concerns, make a complaint and understand what happens next.

71 Burton Road
Woodville
Swadlincote
Derbyshire
DE11 7JE

Tel: 01283 217036

www.woodvillesurgery.co.uk

Please speak to us as early as possible if something has gone wrong. We will listen, investigate and learn.

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Woodville Surgery.

We understand that we may not always get everything right. By telling us about the problem you have encountered, you help us improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible.

Alternatively, you can ask to speak to the Complaints Manager, Danielle Marratt, Practice Manager. Please note this may need to be a booked appointment

How can I make a complaint?

A complaint can be made verbally or in writing. A complaints form is available from reception.

You can also complain by email:

ddicb.woodville-surgery@nhs.net

I want to complain to a third party

If you do not want to speak to a member of our staff, you can request that NHS Derby and Derbyshire Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf.

NHS Derby and Derbyshire Integrated Care Board

The Council House
First Floor
Corporation Street
Derby
DE1 2FS

01332 981601

ddicb.enquiries@nhs.net

Time frames for complaints

A complaint should usually be raised within 12 months of the event, or within 12 months of becoming aware of the matter you wish to complain about.

The Complaints Manager will acknowledge your complaint within ten business days.

We will aim to investigate and provide findings as soon as we can, and we will provide regular updates regarding the investigation.

Investigating complaints

We will investigate all complaints effectively and in conjunction with relevant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants, providing full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Our aim is to listen, resolve concerns where possible and use feedback to improve patient care.