

## **Other useful contacts**

### **If you require help making a complaint**

Every area of England has an independent NHS complaints advocacy service funded by the local authority. They can help you make a complaint about the NHS and have replaced the ICAS service. This service is open to everybody and is free of charge.

Advocacy providers can help you with writing letters and preparing for meetings. They can also arrange for an advocate to attend a meeting with you. An advocate will not try to persuade you to take any particular course of action and will always respect your decisions. If you have a severe learning disability or a mental health condition, you may find it useful to have an independent advocate speak on your behalf.

The service is provided by POHWER in West Northamptonshire.

### **POHWER - NHS Complaints Advocacy Service**

**Tel:** 0300 456 2370

**Web:** <https://www.pohwer.net/west-northamptonshire>

**Easy Read:** <https://www.pohwer.net/easyread>

### **Patient Advice and Liaison Service (PALS)**

If you have a complaint about care you have received at a local hospital trust, please contact their PALS service. Each Trust has their own PALS service and details on how to contact them can be found on the hospital website.

### **Care Quality Commission (CQC)**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

### **Parliamentary and Health Service Ombudsman (PHSO)**

If you remain dissatisfied with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman (PHSO) who investigates complaints about the NHS in England. They can be contacted via telephone on 0345 015 4033.

Please note the helpline is currently open Monday to Thursday from 9am to 4pm and Friday from 8.30am to 12pm, except bank holidays. Calls are charged at local or national rates. Further details can also be found on their [website](https://www.ombudsman.org.uk/about-us/contact-us) at <https://www.ombudsman.org.uk/about-us/contact-us>

Danetre Medical Practice

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## GP Partners

Dr J Viira

Dr A Butler

Dr T Lewis

Dr D Digby

Dr A Balakrishnan

## Managing Partner

Mrs J Gilford

## Salaried GPs

Dr S Khurram

Dr A Canna

Dr A Prasad

Dr H Gardner

Dr A Arora

Please Take a Copy  
Version 15

## Raising a Concern or Complaint

If you're unhappy with any aspect of the care or service you've received at Danetre Medical Practice, please let us know. We take all feedback seriously and see complaints as an opportunity to learn and improve.

Our complaints procedure follows NHS regulations and is designed to ensure your concerns are handled fairly, openly, and promptly. You can be assured that raising a complaint will not affect your care, treatment, or how you are treated by any member of our team.

## How to Make a Complaint

We encourage you to raise any concerns as soon as possible. In the first instance, it may be helpful to speak directly with the staff member involved. Often, issues can be resolved quickly and informally in this way.

If the matter cannot be resolved at this stage, please ask to speak with a member of the management team. They will listen to your concerns, try to resolve the issue, and explain the next steps in the complaints process. If you wish to make a **formal complaint**, please contact us as soon as possible — ideally within a few days — so we can fully understand the circumstances and begin looking into the matter without delay.

You can contact us by **email, phone or post** using the details at the end of this leaflet. If possible, please put your complaint in writing, especially if it is complex, as this helps ensure we fully understand your concerns. If you're unable to write down your complaint or need support in doing so, please refer to the **"If you need help making a complaint"** section for guidance.

**Email:** northantsicb.danetrecomplaints@nhs.net

**Post:** Danetre Medical Practice, London Rd, Daventry NN11 4DY

**Phone:** 01327 703333

Please mark your complaint 'FAO Eleanor O'Connell - Data Protection, Complaints & Safety Manager'.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the date of the incident being complained about
- OR**
- Within 12 months of the date the person raising the complaint became aware of it

The practice will acknowledge your complaint within three working days. We aim to investigate and respond to complaints within **30 working days** of receipt. However, some complaints - particularly those involving clinical care, multiple team members, or requiring a more detailed review - may take longer to fully investigate. In these cases, we will keep you informed of our progress and provide regular updates. Our priority is to ensure that your concerns are thoroughly and fairly addressed, and we appreciate your patience while we complete the investigation.

Once our investigation is complete, we will provide you with a written response outlining our findings and any actions taken as a result. When we investigate a complaint, we aim to:

- Fully understand the circumstances surrounding your concerns
- Provide a clear explanation and an apology, where appropriate
- Identify any learning or improvements that can help prevent similar issues in the future

## Complaining on behalf of someone else

Danetre Medical Practice is committed to protecting patient confidentiality. If you wish to raise a complaint on behalf of another person, we will need their written consent before we can proceed. This is to ensure that we have their permission to discuss any personal or medical information related to the complaint. If the person is unable to provide consent due to illness, disability, or other valid reasons, we will consider the circumstances and advise you on the next steps.

## Complaining to the Integrated Care Board (ICB)

The practice hope that if you have a concern, you will use the Practice Complaints Procedure. However, if you feel dissatisfied with the response received from us, or do not wish to liaise with us in the first instance, you can contact the Northamptonshire Integrated Care Board (ICB) at the following details below.

**Email:** northantsicb.patientexperience@nhs.net

**Post:** Northamptonshire ICB, Patient Experience Team, Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF  
**Phone:** 01604 476777

## Comments and suggestions

Danetre Medical Practice is always looking for ways to improve the care and services we provide. We welcome your comments, suggestions, and ideas — whether it's to let us know what we're doing well or where we could do better.

You can share your feedback by emailing us at the address below. If you're interested in having a more active role in shaping the future of the practice, you can also register your interest in joining our Patient Participation Group (PPG) by quoting "PPG" in the subject line.

**Email:** danetremedical.practice@nhs.net