



How to praise & complain

An easy-read booklet



Complaining about NHS services



The NHS say that you have a right to have your complaint properly investigated.



Your complaint should be acknowledged within 3 working days, and you should also be told about the outcome of the investigation.



If you've been harmed by **negligent** treatment, you have a right to **compensation**.



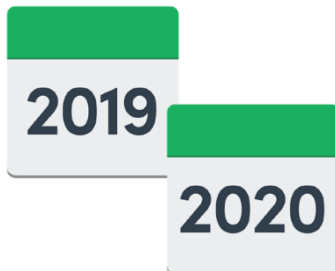
Negligent treatment is an act or failure to act by a medical professional which means you do not get a good standard of care.



Compensation is something (usually money) is given to someone in recognition of loss, suffering, or injury.



To have your complaint investigated, you usually need to complain within a year of the event happening, or as soon as you first become aware of the issue you want to complain about.



The time limit can be extended in special circumstances.

How to complain if you're unhappy with your GP or GP surgery



We all have the right to good health care. If you're unhappy with your GP or GP surgery, you can complain to them directly, or to the NHS in your region.



Your feedback is important in making sure that the NHS provides the best service it can.



Some problems can be dealt with on the spot if you feel comfortable talking to staff.



If you'd like to make a formal complaint, ask for a copy of the surgery's complaints procedure, and use this to help you.

How to complain if you're unhappy with your GP or GP surgery



Keep a record of who you speak or write to, and on what date. If you make your complaint verbally, make sure you write down everything you talk about.



Included in your formal complaint should be the following:



What or who you're complaining about



What happened and when



What you'd like to be done to resolve your complaint



How to contact you

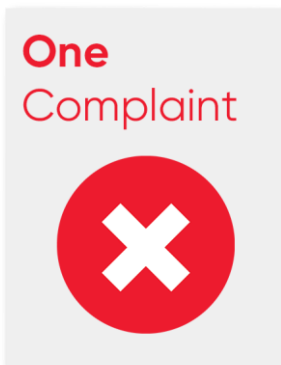
How to complain about other Primary Care Services



Everyone who provides an NHS service in England must have their own complaints procedure.



You can often find information in waiting rooms, at reception, on the service provider's website, or by asking a member of staff.



If your complaint is about more than one organisation (perhaps a complaint that includes issues about your GP & hospital) you'll only need to make one complaint.



The organisation that receives your complaint must then co-operate with the others to make you receive one response.

Contacting the NHS in your region



If you don't want to complain directly to the NHS service, you need to contact the NHS in your region.



If your complaint is about primary care services such as GPs, dentists, opticians or pharmacy services, you can contact NHS England.

You can contact NHS England by:



By post:

**NHS England
PO Box 16738
Redditch
B97 9PT**



By email:

england.contactus@nhs.net



By phone:

0300 311 22 33

Getting support to make my complaint

Support



If you feel you would like help to make your complaint, support is available.



Some people decide not to make a complaint because they are put off by the process, find it confusing or believe nothing will happen.



If you are thinking about making a complaint it is important to know that you have access to local advocacy to help you make your complaint and provide support throughout the process.

Independent Health
Complaints Advocate



A Independent Health Complaints Advocate is independent of the NHS and may help you write a letter, attend a meeting with you or explain the options available to you.

Getting support to make my complaint: Suffolk



This service is free to anyone making a complaint about their NHS treatment or care.



Independent Health Complaints Advocacy in Suffolk is provided by Total Voice Suffolk.

HELPING YOU TO SPEAK UP
AND HAVE YOUR VOICE HEARD

You can contact Total Voice Suffolk by:



Phone
01473 857631



e-mail
info@totalvoicesuffolk.org

Getting support to make my complaint: Norfolk



Independent Health Complaints Advocacy in Norfolk is provided by POhWER.

You can contact POhWER by:



Phone

0300 4562370



e-mail

pohwer@pohwer.net

Getting support to make my complaint

Healthwatch



Your local Healthwatch can also signpost you to organisations that can help with your complaint.



The local Healthwatch in this area is Healthwatch Suffolk or Healthwatch Norfolk.

You can contact Healthwatch Suffolk or Norfolk by:



Suffolk Phone
0144 970 3949

Norfolk Phone
0808 168 9669



Suffolke-mail
info@healthwatchesuffolk.co.uk

Norfolk e-mail
enquiries@healthwatchnorfolk.co.uk

What can I expect if I complain?

You should:

Investigate



Have your complaint acknowledged and properly looked into



Be kept informed of progress and told the outcome

Respect



Be treated fairly, politely and with respect



Be reassured that your care and treatment will not be affected



Be offered the chance to talk about the complaint with a complaints manager



Expect appropriate action to be taken following your complaint

Primary Care Accessible Resources

Project 11: How to praise or complain

Suffolk Learning
Disability Partnership



This booklet was co-produced by Ace Anglia and members of the 'Staying Healthy, Safe & Well' Workstream of the Joint Suffolk Learning Disability Strategy 2015-20.



The resources were originally funded by clinical commissioning groups in Suffolk. They have been amended for use across Norfolk and Waveney with the permission from Suffolk clinical commissioning groups.



This booklet forms part of a number of information packs on LD health checks that help to explain things about primary care. Other information leaflets that you may find useful are available at your local GP practice.



Designed by: **Ace Anglia: Accessible Information**

For more information, please e-mail:
info@aceanglia.com

Made using:

