

HARTINGTON SURGERY

FEEDBACK/SUGGESTIONS AND COMPLAINTS PROCEDURE

We offer a Practice Feedback/Suggestions and Complaints Procedure to deal with comment, suggestions and complaints about the service provided.

If you have a good idea about how we can improve the service that we offer there is a suggestion box located in the Reception area. If you would like to provide feedback , please complete the Friends and Family feedback form in Reception or via the practice website.

Our aim is to give you the highest possible standard of service and we will deal promptly with any problems that occur.

If you are unhappy with anything that has happened to you at the Practice please ask to speak to the Practice Manager, or put your complaint in writing to:

**Julie Coles
Practice Manager
Hartington Surgery
Dig street
Hartington
Buxton
Derbyshire
SK17 0AQ**

Or email ddicb.admin.hartingtonsurgery@nhs.net

All complaints –

- **are handled efficiently**
- **are properly investigated**
- **are treated with respect and courtesy**
- **receive advice and assistance to understand the complaints procedure**
- **receive a timely and appropriate response and are told the outcome of the investigation or complaint and what action has been taken in light of the outcome of the complaint**

If you are not entirely satisfied with the outcome of your complaint following investigation by the Practice, you can contact Derby and Derbyshire Integrated Care board (DDICB) Complaints Team.

The ICB PALS team can be contacted on 0800 032 32 35 or via email ddicb.pals@nhs.net

If you are not sure who to complain to then do please ask and we will direct your complaint to the right place.

If you need support to make a complaint, independent advocacy is provided locally for Derby city residents by:

One Advocacy Derby

Tel: 01332 228 748

Email: referrals@oneadvocacyderby.org

For Derbyshire residents by:

Derbyshire Mind

Tel: 01332 623 732

Email: advocacy@derbyshiremind.org.uk

You can also leave feedback and share your experience of health and social services in Derby and Derbyshire by contacting your local Healthwatch.

[Healthwatch Derby](#)

Tel: 01332 643 988

[Healthwatch Derbyshire](#)

Tel: 01773 880 786

If patients are not satisfied with the way their complaint has been dealt with by the provider, or commissioner, they can contact the Parliamentary and Health Service Ombudsman (PHSO)

By post –

**The Parliamentary and Health Service Ombudsman
Citygate
47-51 Mosely Street
Manchester
M2 3HQ**

Electronically -

Phso.enquiries@ombudsman.org.uk

By telephone -

0345 015 4033