

Raising a Complaint

Should you need to raise a complaint, you can complete our 4C's form, which can be found inside this leaflet, or a digital version is also available on our website. If you would prefer to write to us you can email ddicb.rpccomplaintsteam@nhs.net or send a letter to:

The Complaints Team
Royal Primary Care
The Grange
Stubbing Road
Grangewood
Chesterfield
S40 2HP

Depending on the nature of your complaint, we may be able to resolve your issue with a phone call from one of our Team Leaders or Practice Managers which you will receive within 2 working days of us receiving your complaint.

If your complaint is complex and needs to be processed as a formal complaint, we will write to you and acknowledge your complaint within three working days. We aim to investigate and address formal complaints fully within 35 working days. If an extension is required to investigate your complaint we will contact you to make you aware of this.

If you have raised a complaint with the surgery and you remain unsatisfied with our response, you have the right to request an independent review from the Parliamentary and Health Service Ombudsman (PHSO). To contact them, you can download a form from their ombudsman website at www.ombudsman.org.uk or telephone Customer Helpline Tel: **0345 015 4033**



**ROYAL
PRIMARY
CARE**

DERBYSHIRE

Your Feedback

Listening to the views of our patients is important in helping us to identify what is working well and what can be improved.

Have you had a great experience with a member of staff and want to pass along your thanks? Thought of a suggestion about how something could be done better to improve your experience? Let us know!

This leaflet contains information about the best ways to give us your feedback about our services.

How to Share Your Feedback with Us

Family & Friends Test

- You could get in touch with our Patient Population Group (PPG). Our PPG is made up of volunteer patients from our nine surgeries in Chesterfield and Derbyshire who meet with us monthly via Teams to discuss service issues, innovations, and patient experience to assist us in improving our service. Search Royal Primary Care Patient Participation Group on Facebook to join their page or contact our PPG chair David directly at david.rpcppg@gmail.com. If you'd like to consider joining our PPG as a member, pick up a PPG Interest Form in surgery or visit the PPG area of our website.
- You could complete our Family & Friends Test survey. A paper copy of our Family & Friends Test can be found overleaf. Alternatively, all patients with a mobile number attached to their records will receive an SMS following an appointment to invite them to take part in our Family & Friends Test survey.
- You can discuss your feedback with any member of staff. If they can help you, they will. If they are unable to, they will escalate to a manager. Sometimes the best person to help you is not immediately available, but we will take your details and get back to you within 2 working days.
- You could share a review of our services online via either our NHS Choices web pages or Google Reviews.
- You can provide feedback using our 4C's form (Compliments, Comments, Concerns & Complaints) which can be found inside this leaflet, or a digital version is also available on our website.

Which Surgery do you usually attend?

- Brooklyn
- Grangewood
- Inkersall
- Rectory Road
- Ashgate
- Holme Hall
- Whittington
- Clay Cross
- Grassmoor

Overall, how was your experience of our service?

- Very Good
- Good
- Neither Good nor Bad
- Poor
- Very Poor
- Don't Know

Would you recommend our services to your friends and family?

- Yes
- No

Please can you tell us why you gave your answer?

I agree to RPC sharing anonymised parts of this correspondence in print and digital media

- Yes
- No



Compliments, Comments, Concerns & Complaints Form

Royal Primary Care is always looking for ways to improve the services we provide to you. To do this effectively, we need to know what you think about the service you receive. Tell us what we did great, what we could do better and where we don't meet your expectations. Only by listening to you can we continue to build and improve the services we offer.

Complaining on behalf of someone else: If you are submitting a complaint and are acting as an advocate on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability at which point we will undertake a 'best interest' decision and inform you of the outcome. All complaints will be acknowledged and replied to within 35 working days, if for some reason we cannot provide you with a response within this time period, we will be in contact with you to make you aware.

Would you like to make a:

- Compliment
- Comment
- Concern
- Complaint

Your Name

Patients Name (If different)

Telephone Number

Contact Address

Which surgery is your feedback about:

- Brooklyn
- Grangewood
- Inkersall
- Rectory Road
- Ashgate
- Holme Hall
- Whittington
- Clay Cross
- Grassmoor

Please leave your feedback here. Please include as much information as possible:

What was your desired outcome of your experience with the surgery? Were we able to fulfil your outcome? What would you like to gain from us by submitting your feedback?

Do you agree to RPC sharing anonymised parts of this correspondence in print and digital media

Yes No