

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

You may also approach PALS for help or advice.

The Patient Advice and Liaison Service (PALS) is based at NHS Derby City. They provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

How to Contact PALS:

FREEPHONE: 0800 032 32 35

Text mobile facility no: 07919 466 212 FAX:
01332 342881

EMAIL: PALS@derbycitypct.nhs.uk

If you would like to write to PALS, please find the address below :

Patient Advice & Liaison Service
NHS Derby City
Cardinal Square
10 Nottingham Rd
Derby
DE1 3QT

DROP -IN SERVICE (no appointment necessary) Open 9am – 4.30pm

Monday to Friday Address as above

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@nhs.net

Compliments and Complaints



Park Lane Surgery

2 Park Lane
Allestree
Derby
DE22 2DS

01332 552461

www.parklanesurgeryallestree.co.uk

parklanesurgery@nhs.net

Practice Manager – Louis Wood



We would love to hear your valued feedback.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

However, please let us know when we are doing things right!

Any compliment received will be shared with the relevant department. Hearing about your positive experiences with our clinicians, nurses or reception team would be extremely valuable to us here at Park Lane Surgery.

A compliment can be made verbally or in writing using the following procedures:

- Friends and Family Form in our surgery or online by visiting our website www.parklanesurgeryallestree.co.uk
- Visit NHS online to leave a review <https://www.nhs.uk/services/gp-surgery/park-lane-surgery/C81040/leave-a-review>
- CQC website www.cqc.org.uk
- Emailing us direct on parklanesurgery@nhs.net

Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned; this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so, preferably in writing, as soon as possible after the event and ideally within a few days. This helps us establish what happened more easily.

In any event, this should be:

Within 12 months of the incident or within 12 months of discovering the incident.

You can pick up a complaint form from our reception team, download from our website by pressing the link below <https://parklanesurgeryallestree.co.uk/wp-content/uploads/2023/02/Complaint-Form-RV-2022.01.pdf>

or you are more than welcome to provide a complaint in your own format via email to Louis Wood -Practice Manager on parklanesurgery@nhs.net

A written complaint can be sent to:

Louis Wood - Practice Manager
Park Lane Surgery
2 Park Lane
Allestree
DE22 2DS

What Happens next

Louis Wood, the Practice Manager, will respond with an initial acknowledgement to all complaints within 3 working days. We aim to have looked into the matter within 10 working days. You may receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will endeavor to let you know and keep you informed as the investigation progresses. When the investigations are complete, your complaint will be determined, and a final response will be sent to you.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Third party complaints

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for the complaints form which contains a suitable authority for the patient to sign so we can proceed.