

How to make a complaint about an NHS service

The NHS Nottingham and Nottinghamshire Integrated Care Board (the ICB) plan and buy health services for the people of Nottingham and Nottinghamshire. Your complaint is important to us and we take all complaints received seriously. We want to make sure that the health services we provide meet the needs of the residents of Nottingham and Nottinghamshire and if a service hasn't lived up to your expectations, we want to hear about it.

Your care and treatment with NHS services will not be compromised as a result of making a complaint. By sharing your experience with the ICB, organisations can learn from what has happened and make improvements to the services they provide.

How do I make a complaint?

You can make your complaint in writing, over the telephone or by email either directly to the service you wish to complain about (for instance, the hospital or the ambulance service) or to the Patient Experience team.

The Patient Experience team can investigate complaints about any of the NHS services provided in Nottingham and Nottinghamshire, including complaints about doctors, dentists, opticians or pharmacists.

How long do I have to make a complaint?

You have up to 12 months after something happened to make a complaint about it or up to 12 months from when you knew about something happening (whichever is longer).

What happens when I make a complaint?

We will take the details of your complaint from your letter or email. If you make your complaint over the telephone, we will complete a complaint form and send this in the post for to you to sign and return to us.

We will then investigate your complaint in a way that is appropriate to the issues you have raised. We may need to look at your medical records or contact other NHS organisations for information but we will always ask your permission before we do this and your personal information will be stored securely in line with confidentiality and information governance guidelines.

Your complaint investigator will discuss how long the investigation is likely to take, depending on the nature and content of your complaint and how many NHS services are involved. This could be between 25 and 65 working days. If we need to extend the investigation time frame, we will contact you to let you know.

At the end of the investigation, we will write to you with our response to your complaint. This will include the outcome to your complaint and if any actions have been taken as a result.

What if I am not happy with the response to my complaint?

If you are not happy with our response to your complaint, you can contact the Patient Experience team and we will see what more we can do to resolve your complaint.

You can also make a complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and can review complaints about the NHS.

You can contact the Ombudsman by telephone on 0345 0154033 or by email at phso.enquiries@ombudsman.org.uk or visit www.ombudsman.org.uk

Support in making a complaint

If you would like support to make your complaint about an NHS service you can contact POhWER. This is an independent advocacy service which can help you use the NHS complaints process. You can find more information about POhWER at www.pohwer.net or you can call them on 0300 020 0093.

This information can be provided in alternative languages and formats; please contact the Patient Experience Team.

Patient Experience Team – contact details

Telephone: 0115 8839570

Email: nnicb-nn.patientexperience@nhs.net

By post: Patient Experience Team
Sir John Robinson House
Sir John Robinson Way
Arnold
Nottingham
NG5 6DA