

**Aspley Medical Centre welcomes complaints, along with comments and other complimentary feedback. This ensures that people can have their concerns properly addressed and that our services are continually improved.**

### **What services does our practice provide?**

Aspley Medical Centre is commissioned by NHS England to provide general medical services for the local population who are registered with the practice.

Other services such as:

- Midwifery
- Health Visiting
- District Nursing

are delivered by the Nottingham Citycare team (see contact details on the back of the leaflet)

### **How do I make a complaint about Aspley Medical Centre ?**

Please either ask at reception to speak with the Practice Manager or ask for a complaints form to complete. You can then either hand the completed form back to the receptionist or post back to Aspley Medical Centre addressed to the Practice Manager. If you prefer to write a letter detailing your complaint that is also acceptable.

Alternatively you can email to [aspleymedicalcentre@nhs.net](mailto:aspleymedicalcentre@nhs.net) or telephone on 0115 9292700 and ask to speak with the Practice Manager.

### **Who can make a complaint?**

Anyone can make a complaint. You can complain on behalf of a child, or someone who has died. If you have another person's permission, you can complain on their behalf.

### **Is there a time limit for making a complaint?**

Yes. Your complaint should be made as soon as possible (up to one year after the event).

### **Can I get help and support?**

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](http://www.pohwer.net) or you can call them on 0300 202 0093

### **What will happen once I make my complaint?**

Aspley Medical Centre is committed to responding to complaints as quickly and helpfully as possible. All complaints will be acknowledged when received and investigated in a manner that is appropriate to the issues raised. We will advise you how long it may take to investigate your complaint. Where possible we will offer a range of suitable options to resolve the complaint. Aspley Medical Centre will take action where needed to prevent the incident from happening again.

Making a complaint will not put your care at risk or adversely affect your future care.

### **Is it confidential?**

Your rights to confidentiality will be respected throughout the investigation. However, there may be times when we need to share

information without your consent e.g. to protect children and vulnerable adults.

We may also need to share your complaint with other health professionals in order to ensure any issues raised are addressed appropriately.

If your complaint involves a number of different services such as Hospitals, Mental Health services, Social Care or community health services we will work together to resolve your complaint. To do this we will need to share information.

### **What if I am still not satisfied?**

We aim to resolve all complaints. However, if you are not satisfied with the outcome of your complaint we will look into the matter further. If you are still not satisfied with our response you can ask the Health service Commissioner (Ombudsman) to investigate your case. The address to contact is:

The Health service Commissioner  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
**0345 015 4033**

**More information on NHS Complaints  
can be found at:  
[www.england.nhs.uk/contact-us/complaint/](http://www.england.nhs.uk/contact-us/complaint/)**

## Other NHS Services

### NHS England

(Commission NHS services)

NHS England

Customer Contact Centre

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 22 33

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Nottingham Citycare

(Community services such as District Nursing and Health Visiting)

1 Standard Court

Park Row, Nottingham NG1 6GN

Tel: 0115 8839654

[Ncp.customercare@nhs.net](mailto:Ncp.customercare@nhs.net)

### Nottingham Emergency Medical Services (NEMS)

(Out of Hours GP and Dental Services)

484 Derby Road, Nottingham NG7 2GW

Tel: 0115 846 2395

### Nottingham University Hospitals

(QMC, City Hospital and Ropewalk)

Derby Road, Nottingham NG7 2UH

Tel: 0115 924 9924

### Nottingham NHS Treatment Centre

Lister Road, Nottingham NG7 2FT

Tel: 0115 970 5800

[nottingham@circlepartnership.co.uk](mailto:nottingham@circlepartnership.co.uk)

### Nottinghamshire Healthcare NHS Trust

(Mental Health, Learning Disability Services & Lets Talk Wellbeing)

Duncan MacMillan House, Porchester Road, Mapperley, Nottingham NG3 6AA

Tel: 0115 969 1300

### Nottingham City Clinical Commissioning Group -Patient information line

If you want to talk to someone about local NHS services in Nottingham City. You can phone from 9am to 5pm Monday to Friday (excluding bank holidays) or by email

Telephone: 0800 183 0456 or 0115 883 9570

Email: [ncccg.patientexperience@nhs.net](mailto:ncccg.patientexperience@nhs.net)

### East Midlands Ambulance Service NHS Trust

Trust Headquarters, 1 Horizon Place, Mellors Way, Nottingham NG7 2UH

Tel: 0115 844 5000

### POhWER – independent advocacy service (support for making complaints)

Telephone: 0300 456 2370

Minicom: 0300 456 2364

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)



## ASPLEY MEDICAL CENTRE

509 Aspley Lane

Aspley

Nottingham

NG8 5RU

Tel: 0115 929 2700

## COMPLAINTS

**Not happy with the service  
you have received?**

**Don't be afraid to be speak up! We  
need your feedback to improve our  
services.**