

CENTRAL HEALTHCARE CENTRE

Useful Telephone Numbers

Central Healthcare Centre
Sussex Road
Gorleston
Great Yarmouth NR31 6QB

Routine Line: (01493) 414141
Practice Manager: (01493) 414167

Some Useful Addresses

Patient complaints should be directed to:

NHS England
P.O. Box 16738
Redditch
B97 9PT
Tel. 0300 311 2233
E-mail: england.contactus@nhs.net

PALS & Complaints Team

James Paget University Hospital NHS Trust
Lowestoft Road
Gorleston
Great Yarmouth
Norfolk NR31 6LA
Tel. (01493) 453240
E-mail: complaints@jpaget.nhs.uk

NHS Complaints and Advocacy,

Pohwer, P.O. Box 14043,
Birmingham, B6 9BL
Tel. 0300 456 2370
e-mail: pohwer@pohwer.net

The Parliamentary & Health Ombudsman,

Millbank Tower, Millbank,
London, SW1P 4QP
Tel. 0345 015 4033

CENTRAL HEALTHCARE CENTRE

BEING RESPONSIVE

TO

PATIENTS' SUGGESTIONS

The Practice is keen to know how patients feel about the services that are currently being offered by the Central Healthcare Centre

Contact: www.centralhealthcarecentre.co.uk

Many resources, including time, effort and money are put into offering Central Healthcare Centre patients the best possible service and facilities that can be provided within the National Health Service, and some that are outside the NHS.

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We feel, however, that misunderstandings can occur, perhaps because patients are not aware of how the administrative systems work – for example, how to request a Doctor to visit a patient in an emergency situation or during the weekend, or the best way to leave a message for their own Doctor.

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To try to rectify any possible misunderstandings, the Practice has a procedure in place which informally tries to discuss any suggestions or problems directly with patients.

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The Practice Manager would like to hear from patients who wish to discuss a suggestion or complaint.

After discussion, a course of action will be agreed which should ensure the patient feels that he/she has been listened to fairly and impartially, and action where appropriate will be taken.

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Patients should note that this procedure does not affect their right to make a formal complaint, addressed to the local Health Authority, and such complaint should be made within 12 months of the episode which caused offence.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 28 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

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

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Patients should note that the Practice must ensure strict medical confidentiality and cannot provide confidential information about another person without the appropriate authority to do so.

If there is anything that you would like to discuss or know more about, please ask to speak to the Practice Manager.

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For any patients who would like to liaise more closely with the Practice, a

PATIENT PARTICIPATION GROUP (PPG) has been formed. In this, we discuss ways to improve communication between Practice staff and patients, in areas such as Practice premises and facilities offered, for example.

The Practice would like to hear from any patients willing to become involved with this. Again, please contact the Practice Manager for more details, or you can contact our PPG in the following ways:

- Telephone: 01493 414141 to leave a message for the PPG
- E-mail: chcppg@gmail.com
- Facebook: Central Healthcare Centre PPG