

## Other NHS Services

### NHS Nottingham City

(Fund local NHS services including GP Practices, Dentists, Pharmacies, Hospitals and Mental Health Services)

1 Standard Court  
Park Row, Nottingham  
NG1 6GN

0115 88 39570

### Patient Experience Team

(Complaints about any NHS Service in Nottingham City)

0115 88 39570

[patientexperienceteam@nottinghamcity.nhs.uk](mailto:patientexperienceteam@nottinghamcity.nhs.uk)

### Nottingham Emergency Medical Services (NEMS)

(Out of Hours GP and Dental Services)

484 Derby Road, Nottingham  
NG7 2GW

0115 846 2395

### Nottingham University Hospitals

(QMC, City Hospital and Ropewalk)

Derby Road, Nottingham NG7 2UH

0115 924 9924

### Nottingham NHS Treatment Centre

Lister Road, Nottingham  
NG7 2FT

0115 970 5800

### Nottinghamshire Healthcare NHS Trust (Mental Health & Learning Disability Services)

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

0115 993 4542

### Nottinghamshire Community Health (Podiatry, Community Dental)

Ransom Hall, Rainworth, Nottinghamshire  
NG21 0ER

01623 781 792

### East Midlands Ambulance Service NHS Trust

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

0845 299 4112

or

### If your complaint is about a Doctor (GP), Dentist, Pharmacist or Optician...

You can either contact the service directly or NHS  
England Customer Contact Centre

0300 311 22 33  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### High Green Medical Practice

The Mary Potter Centre in Hyson Green  
76 Gregory Boulevard, Nottingham NG7 5HY

0115 942 3216

[info@highgreenmedicalpractice.co.uk](mailto:info@highgreenmedicalpractice.co.uk)

[www.highgreenmedicalpractice.co.uk](http://www.highgreenmedicalpractice.co.uk)



# High Green Medical Practice

Your Health is Our Concern

## COMPLAINTS

Not happy with the service you  
have received?

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



HIGH GREEN MEDICAL PRACTICE

Mary Potter Centre, Gregory Boulevard, Hyson Green,  
Nottingham NG7 5HY

Tel: **0115 942 3216**

Email: [info@highgreenmedicalpractice.co.uk](mailto:info@highgreenmedicalpractice.co.uk)

[www.highgreenmedicalpractice.co.uk](http://www.highgreenmedicalpractice.co.uk)



@HighGreenZK



[www.highgreenmedicalpractice.co.uk/news.html](http://www.highgreenmedicalpractice.co.uk/news.html)

**HIGH GREEN MEDICAL PRACTICE welcomes complaints. They not only ensure that people can have their concerns properly addressed but that they receive the best service to improve people's health and care.**

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

HIGH GREEN MEDICAL PRACTICE is funded by NHS Nottingham City to provide general medical services for the local population who are registered with the practice.

Other services such as:

- Midwifery
- Health Visiting
- District Nursing
- Health in Mind (counselling)

Which are delivered from the GP practice are provided by NHS CitiHealth Nottingham (see contact details on back of leaflet).

#### **How do I make a complaint about HIGH GREEN MEDICAL PRACTICE?**

You can telephone, write, email the Practice Manager or you can contact NHS England Customer Contact Centre:

**NHS England**  
**PO Box 16738, Redditch B97 9PT**

**0300 311 22 33**  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

#### **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?**

Yes. An organisation called POhWER can provide you with support and advocacy.

**POhWER**  
advocacy, making your voice heard

You can contact POhWER on:

**PO Box 14043, Birmingham B6 9BL**

**0300 020 0093** or  
Email: [yourvoiceyourchoice@pohwer.net](mailto:yourvoiceyourchoice@pohwer.net)

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

HIGH GREEN MEDICAL PRACTICE is committed to responding to all 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. HIGH GREEN MEDICAL PRACTICE 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 Parliamentary and Health Service Ombudsmen to investigate your case.

There are time limits for taking a complaint to the Ombudsman, although they can waive them if there is a good reason to do so.

You can contact their helpline on

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

**0345 015 4033** or  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Further information is available at  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Do you have a compliment, comment, concern or question about the NHS?

If you have any suggestions that would improve our services we will welcome and consider them. Either speak to someone at the practice or contact the Patient Experience Team on:  
**0800 183 0456** or Email:  
[patientexperienceteam@nottinghamcity.nhs.uk](mailto:patientexperienceteam@nottinghamcity.nhs.uk)

Further information is available at  
[www.nottinghamcity.nhs.uk](http://www.nottinghamcity.nhs.uk)