

Advocacy support

POhWER

support centre can be contacted via
0300 456 2370

Advocacy People gives advocacy support on 0330 440 9000

Age UK on 0800 055 6112

Local Council can give advice on local advocacy services

Other advocates and links can be found on this PHSO webpage

Further action

If you are dissatisfied with the outcome of your complaint from either Kent and Medway ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033

**New Dover Road Surgery, 10 New Dover Road
Canterbury, Kent, CT1 3AP
kmicb.complaintsndr@nhs.net**

The Complaints Process

New Dover Road Surgery (NDR)



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at NDR

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.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, EMAIL your complaint to the

Surgery Complaints Manager at:

kmicb.complaintsndr@nhs.net or in writing to our surgery address on the reverse of this leaflet

If for any reason you do not want to complain directly to us you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Kent & Medway ICB

[https://
www.kentandmedway.icb.nhs.uk](https://www.kentandmedway.icb.nhs.uk)

A complaint can be made verbally or in writing. A complaints form is available from reception or our website.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will respond to within three business days to acknowledge your complaint. (VIA email this is an automatic response to your email)

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.