

## Complaints & Concerns

If you have a concern about any aspect of care or treatment you have received at The Brimington Surgery, we would like to know about it.

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of becoming aware of the matter about which you wish to complain

To make a complaint please contact the Practice Manager either in writing, in person or by telephone:

Paula Elliott  
Practice Manager  
The Brimington Surgery  
Church Street  
Brimington, Chesterfield, S43 1JG  
01246 273224

If you do not feel able to contact the practice directly, complaints can be made to Derby and Derbyshire Integrated Care Board (see reverse of this leaflet).

You can complain to the practice OR the ICB, not both.

### Responding to your complaint

We will acknowledge your complaint within 3 working days and will investigate any matters as quickly as possible. We hope that we will then be able to offer you an explanation.

When we investigate your complaint, we will aim to:

- find out what happened and why
- make sure you receive an apology, where appropriate
- identify any actions to prevent the same thing from happening again

At the end of the investigation into your complaint you will receive an explanation in the format of your choice. In most cases, this should be within 25 days of your complaint.

## Complaining on behalf of someone else

We keep to the strict rule of medical and personal confidentiality. If you wish to make a complaint and are the patient involved, we will require consent from the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. If the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf who has had an interest in the welfare of the patient.

Where the patient is incapable of providing consent due to illness, accident or mental capacity it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this.

Please note, we are unable to discuss any issue relating to someone else without their expressed consent, unless the circumstances above apply.

### What if this is Unsuccessful?

If you are still unhappy after you have received a final response from the Practice OR the ICB you can ask the Health Service Ombudsman to review your complaint.

They look at all complaints brought to them; if they are unable to resolve the issue quickly AND can see that the impact on you was relatively minor, they will inform you that they will not be taking it further.

The Ombudsman is completely independent of the NHS and the Government. It is up to the Ombudsman to decide whether to take up any particular complaint.

### Independent Advocacy Services

- [POhWER](#) – a charity that helps people to be involved in decisions being made about their care. POhWER's support centre can be contacted via **0300 4562370**
- [Advocacy People](#) – gives advocacy support. Call **0330 4409000** for advice or text **80800** starting message with PEOPLE
- [Age UK](#) – may have advocates in the area. Visit their website or call **0800 0556112**
- [Local councils](#) can offer support in helping you to find an advocacy service.

### ***NHS Derby and Derbyshire Integrated Care Board Chief Executive Officer***

1st Floor North  
Cardinal Square  
10 Nottingham Road  
Derby  
DE1 3QT  
01332 981601

[ddicb.complaints@nhs.net](mailto:ddicb.complaints@nhs.net)

### ***Health Service Ombudsman***

To find out if we can help:

Visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Call us on **0345 015 4033**

Text 'call back' with your name and mobile number to **07624 813 005** and we will get back to you

### ***District Nursing/Health Visitor Complaints (DCHS)***

Babington Hospital  
Derby Road  
Belper Derbyshire DE56 1WH  
**01773 525 119**

[dchst.patientexperienceteam@nhs.net](mailto:dchst.patientexperienceteam@nhs.net)

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