

The Complaints Process

Friar Gate Surgery



FRIAR GATE SURGERY
EST. 1974

Friar Gate Surgery
Agard Street
Derby
DE1 1DZ

01332 203787

ddicb.friargatesurgery@nhs.net

Talk to us

Every patient has the right to share any concerns about the treatment or care they have received at Friar Gate Surgery.

We recognise that we may not always get everything right. By letting us know about any issues, you help us improve our services and enhance the patient experience.

Who to talk to

Most concerns can be resolved directly with our team. Please speak to a member of staff if you have an issue, and they will assist you as best they can.

For written complaints, please submit them initially through our website:

[Suggestions, Comments and Complaints | Friar Gate Surgery.](#)

Alternatively, you may write to our

Complaints Manager at:

Friar Gate Surgery
Agard Street
Derby DE1 1DZ

Or email: ddicb.friargatesurgery@nhs.net



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Investigating complaints

We handle all complaints thoroughly and in line with current legislation and guidance.

Confidentiality

All complaints are investigated with strict confidentiality, and related documents are kept separate from the patient's healthcare record.

Third-Party Complaints

Third parties may submit a complaint on behalf of a patient, provided the patient has given consent. A third-party consent form is available at reception.

Final Response

We provide a formal, detailed response to each complaint, including the outcome. We will keep you informed throughout the process.



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Further Action

If you are not satisfied with the outcome of your complaint from this organization, you can escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO).

Contact Information:

Milbank Tower,
Milbank,
LONDON, SW1P 4QP
Citygate,
Mosley Street,
MANCHESTER, M2 3HQ
Phone: 0345 015 4033

Website: www.ombudsman.org.uk

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