

Prospect Medical Practice

Complaints information

We always strive to deliver the highest standards of healthcare and to meet patient expectations for a timely and quality service to meet your clinical needs.

However, if the service you have received at this practice falls below your expectations you have the right to raise a complaint or concern. This is written into the [NHS Constitution on GOV.UK](#). Further details about our complaints process can be found here:

<https://prospectmedicalpractice.nhs.uk/practice-information/suggestions-comments-and-complaints/>

If you would like to raise a complaint or concern about any aspect of care, treatment, or service you have received at this practice, we would welcome the opportunity to hear from you and work together to address your concerns as quickly as possible.

If you would like to raise a complaint or concern to the practice as the NHS service provider, you can do that by:

- Telephone: 01603 488477
- Email: prospect.prescriptions@nhs.net
- Post: 95 Aylsham Road, Norwich, NR3 2HW

We also have a Comments box at reception where you can leave feedback, or you can speak to a member of reception and ask for a complaints form. (We would ask that if making an official complaint that you give this to a member of staff and not put it into the comments box, so it can be actioned in a timely manner).

Alternatively, if you feel that your complaint cannot be resolved locally at the practice, you can raise your complaint to NHS Norfolk and Waveney Integrated Care Board (ICB) as the commissioner of General Practice services in our area.

You can raise a complaint with NHS Norfolk and Waveney ICB by:

- Telephone: 01603 595857
- Email: nwicb.complaintsservice@nhs.net
- Post: NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH

For more information about NHS Norfolk and Waveney's Complaints process, please visit their website at <https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/complaints/>

Please note that you cannot raise the same complaint to both organisations.