



We aim to provide our patients with compassionate, high-quality care.

So what do you do if you want to let us know what we did well - or where we can do better?

Share your views!

We welcome compliments, concerns and complaints to help us improve the care and services we provide to everyone.



www.herongppractice.co.uk



0300 1000 407 (Mon-Fri 9am-5pm)



dhuurgentcare.clinicalgovernance@nhs.net

Share your views

Compliments, concerns and complaints

Heron and St Matthew's
GP Practice

DHU Healthcare is the trading name for DHU Health Care C.I.C., a private limited company registered in England and Wales. Company Registration Number: 05834163. Registered Office: No: 2, Roundhouse Road, Pride Park, Derby, Derbyshire, England, DE24 8JE.



About DHU Healthcare

DHU Healthcare is a community interest company working in partnership with the NHS. We deliver NHS111, urgent care and primary care services - including the Heron and St Matthew's GP Practice - to more than ten million people across the Midlands.

We're making lots of changes to the care and services we provide here, and we can only do that with your help. That's why we need to hear your views - so we can listen, act and improve.

We take your feedback seriously - so whether you have a compliment and want to tell us what works really well for you and other patients, or you have a concern or a complaint, let us know.

What happens if I send in a compliment?

We will make sure it gets to the right staff member, and we will share it - so that we can all learn from an excellent patient experience!

What if I want to make a complaint?

If you are unhappy with the care and treatment DHU Healthcare provides, you are entitled to raise concerns or make a complaint. Do this as soon as the problem arises - as in most cases, it can be resolved at the time and with the right person.

If you want to make a formal complaint, it is also better to do it at the time of any incident (or a maximum of 12 months afterwards). If you cannot make a complaint yourself, then a friend, relative, or advocate can speak on your behalf (we will need your consent for them to do so).

Any information you give when you share a concern or complaint is confidential and will not affect your care and treatment.

Whom do I contact to share a compliment or raise a concern or complaint?

Any member of staff at Heron or St Matthew's or the DHU Healthcare governance team (see back page for details)

You can also post compliments at [nhs.uk](https://www.nhs.uk) and [careopinion.org.uk](https://www.careopinion.org.uk)

**WE NEED TO
HEAR YOUR VIEWS**

**SO WE CAN
LISTEN, ACT
AND IMPROVE.**



Accessibility

We can provide leaflets and information in various languages and formats, including Easy Read and large print. We also have access to translating and interpreting services. Please let us know if you require an alternative format so we can help:

Email: dhu.patient-experience@nhs.net or telephone: 0300 1000 409.

Compassionate | Accomplished | Respectful | Encouraging

www.dhuhealthcare.com

