

Complaints Procedure



If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria as laid down by the NHS.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and directly 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 this, please let us have details of your complaint:

- Within 12 months of the incident that is the cause of the problem; or
- Within 12 months of discovering that you have a problem,

Complaining on behalf of someone else. Please note that we keep strictly to the rules of patient medical confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have his or her permission to do so. A consent form (please find attached) signed by the patient concerned will be needed, unless they are incapable (because of illness) of providing this.

What you should do

Complaints should be addressed to the practice manager - *Claire Wright*. *Complaints can be submitted in writing (hard copy) or by email - claire.wright2@nhs.net.*

Alternatively, you may ask for an appointment with the practice manager in order to discuss your concerns. The practice manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Our Commitment to You

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within the time scale agreed with you (normally 15 working days). The time taken to investigate your complaint will depend on its complexity and the number of people involved. We shall then be in a position to offer you an explanation, or a meeting if that is more appropriate. When we look into your complaint, we aim to:

- Find out what happened and what should have happened.
- Make it possible for you to discuss the problem with those concerned if this is your wish.
- Ensure the complaint is resolved to your satisfaction.
- Make sure you receive an apology, where this is appropriate.
- Identify what needs to be done to ensure the problem does not arise again.

Our Principles are

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

Complaining to Cambridgeshire and Peterborough Integrated Care Board (ICB)

We hope that, if you have a problem, you will use our practice complaints procedure to ensure it is resolved. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

In exceptional circumstances, where you do not feel you can approach the practice regarding your complaint, it may be appropriate to contact the ICB Patient Experience Team:

Telephone: 0800 279 2535 Email: cpicb.pet@nhs.net

The Patient Experience Team can also help by:

- Giving you confidential help and advice about health services
- Give guidance on complaint procedures for different health and care organisation within the ICB
- Let you know about local health services and signpost to support groups

Complaining to the NHS Ombudsman

If your complaint is not resolved by the Practice it can be referred to The Parliamentary and Health Service Ombudsman. All records will have to be provided to the Ombudsman to assist with the resolution of your complaint. They can be contacted by;

Telephone: 0345 015 4033 or email: phso.enquiries@ombudsman.org.uk or in writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or via the website: www.ombudsman.org.uk

ICAS

For information and help in making a complaint you can contact POhWER who are an Independent Complaints Advocacy Service (ICAS) at Unit 26A, E Space North, 181 Wisbech Road, Littleport, Cambs. CB6 1RA. Helpline number is 0300 456 2370.

CQC

The CQC does not manage individual complaints about GPs and their Services. However you can find out more about making a complaint from the CQC website: www.cqc.org.uk

PATIENT CONSENT FORM

Full name of patient: _____

Address of Patient: _____

Date of birth: _____

I authorise (name of complainant): _____

Address of Complainant: _____

to act on my behalf and to receive any and all such information as may be relevant to the complaint.

CONSENT FOR THE DISCLOSURE OF PERSONAL RECORDS

I hereby give my consent to the organisations investigating my complaint to share any relevant information in order to complete the investigation. I understand that this likely to include disclosure of my personal records.

Signature of patient: _____

Date: _____

PLEASE RETURN THIS CONSENT FORM TO:

Claire Wright, Practice Manager,
Wellside Surgery