

PRACTICE COMPLAINTS PROCEDURE

Our Promise to you

We aim to provide the best possible standards of care and service at all times. To help achieve this we value the comments and suggestions made by our patients. 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.

The Practice operates a complaints procedure conforming to National Health Service criteria

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 the 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 their permission to do so. A note signed by the patient concerned will be needed, unless they are incapable of providing this.

What you should do

Complaints should be addressed to the Doctor concerned. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. It will be a great help if you are as specific as possible about your complaint

Our commitment to you

We will acknowledge your complaint within three working days and aim to have looked into it normally within 20 working days of the date the complaint was registered. The time taken to investigate your complaint will depend on its complexity and the number of people concerned. 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 focused

To be open and accountable

To act fairly and proportionately

To put things right

To seek continuous improvement

Complaining to Cambridgeshire & Peterborough CCG

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.

This does not affect your right to approach the local Clinical Commissioning Group if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

In this instance you should contact:

Contact: Patient Experience Team, Lockton House, Claredon Road, Cambridge. CB2 8FH

Telephone: 0800 2792535. E-mail: capccg.pet@nhs.net

Independent Parliamentary and Health Service Ombudsman

If your complaint is not resolved by the practice, you have the right to approach the Ombudsman if you are not satisfied with the way your complaint has been dealt with.

Millbank Tower, Millbank, London SW1P 4QP

Telephone: 0345 015 4033. E-mail: <http://www.ombudsman.org.uk/make-a-complaint>