### **GEORGE CLARE SURGERY**

### **Complaints & Comments Leaflet**

### **Document Control**

### A. Confidentiality Notice

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### B. Document Details

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### C. Document Revision and Approval History

Version	Date	<b>Version Created By:</b>	Version Approved By:	Comments
1.1	June 2015	iQ Medical	iQ Medical	Reviewed and Updated - PALS search (new link) - ICAS is <i>optional</i> text (depends if ICAS services available in your area) – please check before adding to Leaflet
1.1	September 2017	iQ Medical	iQ Medical	Reviewed and unchanged
2.0	July 2019	FPM	FPM	Reformatted leaflet Updated link to PALS to reflect new NHS website.
3.0	16/11/2020	Melissa Morley	Melissa Morley	Reviewed and changes made.
	29/09/2021	Melissa Morley	Tanya Claridge	Reviewed and unchanged
	19/05/2024	Melissa Morley	Melissa Morley	Reviewed and minor changes made.

# COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that George Clare Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A signed consent by the person concerned will be required, unless they are incapable of providing this due to illness or disability (attached).

#### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

### Patient Experience Team

Lockton House, Claredon Road, Cambridge, CB2 8FH. Freephone: 0800 2792535. E-mail: cpicb.pet@nhs.net. Independent Complaints and Advocacy Service (ICAS) Millbank Tower, Millbank, London, SW1P 4QP. https://www.voiceability.org/about-advocacy/typesof-advocacy/nhs-complaints-advocacy https://www.ombudsman.org.uk/making-complaint

## CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

http://www.cqc.org.uk

### PET, ICAS & OMBUDSMAN

### **PATIENT EXPERIENCE TEAM (PET)**

PET provides a confidential service designed to help patients get the most from the NHS. PET can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PET office can be found on www.nhs.uk and search for "PET services in your area"

### INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on:

https://www.pohwer.net/Pages/Category/in-yourarea

### **OMBUDSMAN**

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or http://www.ombudsman.org.uk

**George Clare Surgery** 

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

### **PARTNERS**

Dr Shirin Howell Dr Angela Stevens-King Dr Kimberley Gabbitas

### Please Take a Copy

Last reviewed: 19/05/2024

# LET THE PRACTICE KNOW YOUR VIEWS

George Clare Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

Could you easily get through on the telephone?

- Did you get an appointment with the practitioner you wanted to see?
- ➤ Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

### **HOW TO COMPLAIN**

In the first instance, please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact *Mrs Melissa Morley Practice Manager* who will try to resolve the issue and offer you further advise on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible (ideally within a matter of days). This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

Within 12 months of the incident that caused the problem

#### OR

• Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will arrange a meeting or telephone call with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

### **COMPLAINTS & COMMENTS FORM**

Name					
Address					
Tel. No					
Details of Complaint					
Signed					