

# St Mary's Surgery 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 note 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 Tony Davies

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. 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.

Reviewed: February 2019

Date of Next Review: January 2021

- 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

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. [www.ombudsman.org.uk](http://www.ombudsman.org.uk) 03450154033 or [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

## **Complaining to NHS England**

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 however does not affect your right to approach NHS England 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 the Customer Contact Centre who are accessible as follows:

NHS England

PO Box 16738

REDDITCH

B97 9PT

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Telephone: 0300 311 22 33

For support and help regarding issues with other NHS organisations, The Patient Experience Team provides

- Advice and support to patients, their families and carers
- Information on NHS services
- Listens to concerns, suggestions or queries
- Help to sort out problems quickly.

If you would like to talk to someone in the Patient Experience Team, the telephone number for Cambridgeshire is 0800 279 2535 or 01223 725 588.

For information and help in making a complaint you can contact POhWER who are a Complaints Advocacy Service at POhWER, PO Box 14043, Birmingham. B6 9BL Helpline number is 0300 456 2370. E-mail [powher@powher.net](mailto:powher@powher.net)

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# 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.

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## **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:**

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**Date:** \_\_\_\_\_

**PLEASE RETURN THIS CONSENT FORM TO:**

**Tony Davies, Practice Manager, St. Mary's Surgery, 37 St. Mary's Street,  
ELY, Cambs. CB7 4HF**