



If your complaint has not been resolved by NHS England or the Practice, it can be referred to The Parliamentary and Health Service Ombudsman. You may contact them instead of, or as well as, NHS England.

All records will have to be provided to the Ombudsman to assist with the resolution of your complaint. The PHSO can be contacted on:

www.ombudsman.org.uk

Tel: 0345 015 4033

or

phso.enquiries@ombudsman.org.uk

or

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

NORTHCOTE HOUSE SURGERY

&

FENSTANTON SURGERY

PATIENT INFORMATION LEAFLET

COMPLAINTS

8 Broad Leas

St Ives

Cambs

PE27 5PT

Tel: 01480 461873

7E High Street

Fenstanton

Cambs

PE28 9LQ

Tel: 01480 461873

PRACTICE 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 complains procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out 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 the most a week or two - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint either:

- Within 12 months of the incident that caused the problem
- Or
- Within 12 months of discovering that you have a problem

Complaints should be addressed to the Practice Manager, or any of the doctors. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE SHALL DO.

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved if that is more appropriate.

WHEN WE LOOK INTO YOUR COMPLAINT, WE SHALL AIM TO:

- Find out what happened and what should have happened
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Ensure the complaint is resolved to your satisfaction
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are unable (because of illness) to provide this.

COMPLAINING TO NHS ENGLAND.

We hope that, if you have a problem, you will use our Practice Complaints Procedure as we believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. However, this 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:

NHS ENGLAND

PO BOX 16738

REDDITCH

WORCS, BG7 9PT

TEL: 0300 311 2233

England.contactus@nhs.net

Www.england.nhs.uk