**COMPLAINTS PROCEDURE**

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| 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 complaints Manager – Sharon Temple, who if appropriate may then pass your complaint on to the most suitable member of staff to investigate. These should be put in writing and either posted FAO Sharon Temple or emailed to secretary.spinney@nhs.net  Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the office lead in the first instance or the complaints manager, but note this may need to be a booked appointment. 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. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint but please be aware that 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 response, 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 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.  In this instance you should contact NHS England, PO Box 16738, Redditch, B97 9PT or by telephone on 0300 311 22 33 or by emailing [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  **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 on 0345 015 4033, via email at [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk), in writing to The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or via the website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  **THE CCG PATIENT EXPERIENCE TEAM**  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 PET, the telephone number for Cambridgeshire is 0800 279 2535 or 03300 571025 or you can email them at [cpicb.pet@nhs.net](mailto:cpicb.pet@nhs.net)  You can also write to them at;  Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove, Ely, Cambridgeshire CB7 4EA  **ICAS**  For information and help in making a complaint you can contact POhWER who are and Independent Complaints Advocacy Service (ICAS). Their helpline number is 0300 456 2370 <https://www.pohwer.net/nhs-complaints-advocacy>  **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**

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| **Full name of patient**: ……………………………………………...................... | **Date of birth:** …………………........... |
| **Address of Patient**: | |
| ……………………………………………............................................................................................................................ | |
| ……………………………………………............................................................................................................................ | |
| ……………………………………………............................................................................................................................ | |
| **CONSENT FOR THE DISCLOSURE OF PERSONAL RECORDS**  I authorise……………………………………………...................... to act on my behalf and to receive any and all such information as may be relevant to the complaint.  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. | |

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| **Signature of patient**: | |
| **Date**: …………………........... |  |

**PLEASE RETURN THIS CONSENT FORM TO:**

[secretary.spinney@nhs.net](mailto:secretary.spinney@nhs.net)

**Patient complaint form**

**SECTION 1: PATIENT DETAILS**

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| --- | --- | --- | --- |
| Surname |  | Title |  |
| Forename |  | |  | | --- | | Address | |  | |  |
| Date of birth |  |
| Telephone no. |  | Postcode |  |

**SECTION 2: COMPLAINT DETAILS**

Please give full details of the complaint below including dates, times, locations and names of any organisation staff (if known). Continue on a separate page if required.

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**SECTION 3: OUTCOME**

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**SECTION 4: SIGNATURE**

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| --- | --- | --- | --- |
| Surname & initials |  | Title |  |
| Signature |  | Date |  |

**SECTION 5: ACTIONS**

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| Passed to management Yes / No |

| Advocacy support   * [POhWER](https://www.pohwer.net/) support centre can be contacted via 0300 456 2370 * [Advocacy People](https://www.theadvocacypeople.org.uk/) gives advocacy support on 0330 440 9000 * [Age UK](https://www.ageuk.org.uk/) on 0800 055 6112 * The [Local Council](https://www.gov.uk/find-local-council) can give advice on local advocacy services * Other advocates and links can be found on this [PHSO webpage](https://www.ombudsman.org.uk/making-complaint/getting-advice-and-support)   Further action  If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board (ICB)](https://www.england.nhs.uk/contact-us/about-nhs-services/contact-your-local-integrated-care-board-icb/) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:  Milbank Tower, Milbank  LONDON  SW1P 4QP  Citygate, Mosley Street  MANCHESTER  M2 3HQ  Tel: 0345 015 4033  [www.ombudsman.org.uk](https://www.ombudsman.org.uk/) | Spinney Surgery  Ramsey Road  St Ives Cambridgeshire, PE27 3TP  01480 495347 / secretary.spinney@nhs.net |  | **The Complaints Process**  Spinney Surgery |
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