

Useful Contacts

Advocacy support

[POhWER](#) support centre can be contacted via 0300 456 2370

[The Advocacy People](#) gives advocacy support on 0330 440 9000

[Age UK](#) on 0800 055 6112

Local Council can give advice on local advocacy services www.gov.uk/find-local-council

Other advocates and links can be found on the PHSO webpage

Further action

If you are dissatisfied with the outcome of your complaint from either Cambridge & Peterborough 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



Help with your complaint

You can ask POhWER— an independent service to help you with your complaint. Their service is free, confidential and independent of the NHS.

Address: PO Box 17943
Birmingham
B9 9PB

Tel: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Hicks Group Practice

Charles Hicks Centre
75 Ermine Street
Huntingdon

Phone: 01480 453038

Email: hhcdata.charleshickscentre@nhs.net



The Complaints Process

If you are unhappy with the service you have received from the practice then ask to speak to the manager and we will try to put things right.

Charles Hicks Centre
75 Ermine Street
Huntingdon
Cambridgeshire
PE29 3EZ

Roman Gate Surgery
1a Pinfold Lane
Godmanchester
Cambridgeshire
PE29 2JH

What is this leaflet about?

This leaflet explains how you can complain about NHS treatment you have received at the Practice. You can also complain on behalf of someone else.

If your complaint is about a service you have received at hospital or another service in the community you should raise your complaint with them directly.

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at the Hicks Group Practice.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak



to the complaint's manager, which is the Practice Manager, Mrs Lisa Harrison.

If for any reason you do not want to speak to a member of our staff, then you can request that Cambridgeshire & Peterborough Integrated care Board investigates your complaint. They will contact us on your behalf:

Cambridgeshire & Peterborough ICB

Patient Experience Team,

**Gemini House, Bartholomew's Walk,
Cambridgeshire Business Park, Angel Drove,
Ely, Cambs, CB7 4EA**

0800 279 2535
cpicb.pet@nhs.net

A complaint can be made verbally or in writing. Additionally, you can complain via email to

hhcdata.charleshickscentre@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Hicks Group Practice will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can usually within 30

working days and will provide regular updates regarding the investigation of your complaint if this timescale cannot be met.

Investigating complaints

The Hicks Group Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

The Hicks Group Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

The Hicks Group Practice allows a third party to make a complaint on behalf of a patient. But the patient must provide consent for them to do so.

Final response

The Hicks Group Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.