

## Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

## Further action

If you are dissatisfied with the outcome of your complaint from either Cambridgeshire & Peterborough 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](http://www.ombudsman.org.uk)

Great Staughton Surgery

57 the Highway

Great Staughton PE19 5DA

01480 860770 / [greatstaughton@nhs.net](mailto:greatstaughton@nhs.net)

# The Complaints Process

Great Staughton Surgery





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Great Staughton Surgery.

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 Practice Manager.

A complaint can be made verbally or in writing. Please ask if you would like a complaints form. Additionally, you can complain via email to [greatstaughton@nhs.net](mailto:greatstaughton@nhs.net).

If for any reason you do not want to speak to a member of our staff, then you can send complaints directly to NHS Cambridgeshire and Peterborough.

Patient Experience Team

NHS Cambridgeshire & Peterborough

Tel. 0800 2792535

Email: [cpicb.pet@nhs.net](mailto:cpicb.pet@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 Practice Manager will respond to all complaints within three business 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.

## Investigating complaints

Great Staughton Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Great Staughton Surgery 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

Great Staughton Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available.

## Final response

Great Staughton Surgery 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.

