

Red House Surgery
96 Chesterton Road
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Complaints Procedure

Partners:

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Introduction

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 the NHS system for dealing with complaints. Our complaints system meets the 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; 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. We will require a note, signed by the patient concerned, giving us consent to discuss the complaint with you, unless they are incapable of providing this due to illness.

What you should do

You can complain to the surgery or to NHS England. We would encourage you to talk to us first, so that we have an opportunity to deal with the problem that you have identified as quickly as possible.

You can send a written complaints to: Practice Manager, the Red House Surgery, 96 Chesterton Road, Cambridge CB4 1ER

Or email: cpicb.redhousesurgery@nhs.net and mark the email 'FAO Practice Manager'

You can also complain verbally – someone will write down what you say and this will be investigated.

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 the details of 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.
- 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.

Advocacy Service

If you need any support or assistance in pursuing your complaint, you may wish to contact the NHS Complaints Advocacy, Total Voice, Unit 1, The Old Granary, Westwick, Oakington, Cambridge, CB24 3AR Tel: 0300 303 1660, email helpline@voiceability.org who provide free, confidential service for NHS users.

The Parliamentary and Health Service 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.

To complain about a UK government organisation or the NHS in England:

- Visit www.ombudsman.org.uk 'Making a complaint page' to complain online or download a paper form.

- Call the Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday.
- Send a text to the 'call back' service: 07624 813 005.

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 does not affect your right to approach our governing body (NHS England) if you feel you cannot raise your complaint with us, or if you are dissatisfied with the result of our investigation.

In this instance you should contact **Complaints and Claims Department**

- telephone 0300 311 2233
- email england.contact@nhs.net
- write to NHS England, PO Box 16738, Redditch B97 9PT

NHS England can provide an independent conciliator who is experienced in helping people to resolve differences in a constructive way.

Patient Experience Team

For support and help regarding issues with other NHS organisations, the **Patient Experience Team (PET)** provides advice and support to patients, their families and carers; and information on NHS services. It listens to complaints, concerns, suggestions or queries and can help to sort out problems.

If you would like to talk to someone in PET

- telephone 0800 279 2535 or 01223 725588
- email CAPCCG.pet@nhs.net
- write to Patient Experience Team, Lockton House, Clarendon Road, Cambridge CB2 8FH