

In this instance you should contact:

Complaints and Claims Department, Cambridgeshire Primary Care Trust, 18 Vinery Road, Cambridge CB1 3DX, Tel: 01223 477760.

The Primary Care Trust can provide an independent conciliator who is experienced in helping people to resolve differences in a constructive way.

For support and help regarding issues with other NHS Organisations, The Patient Advice and Liaison Service (PALS) 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 PALS, the telephone number ofr Cambridgeshire is 0800 279 2535, and for Peterborough 01733 758584.

For information and help in making a complaint you can contact POhWER who are an Independent Complaints Advocacy Service (ICAS) at Unit 26A, E Space North, 181 Wisbech Road, Littleport, Cambs, CB6 1RA. Helpline number is 0845 4561084.

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. www.ombudsman.org.uk 03450154033 or phso.enquiries@ombudsman.org.uk or The Parlimentary and Health Service Ombudsman, Millbank tower, Millbank, London, SW1P 4QP.

For more information about us and our services please visit our website:

www.STANGROUNDSurgery.co.uk

Leaflet number 2 in a series of 9



Complaints Procedure Leaflet Stanground Surgery

Whittlesey Road
Stanground
Peterborough
PE2 8RB

Tel: 01733 568569

Website: WWW.stangroundsurgery.co.uk

Dr C D Scarisbrick
Dr R M Scott
Dr A J Bond
Dr P A Spellar
Dr K M Eadie
Dr M R Maddula
Dr C R Parnell
Dr A Patel
Dr P Dhanushan
Dr G Howsam

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It will be a great help if you areas specific as possible about your complaint.

Our commitment to you

We will 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 concerned. 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 focused
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

Complaining to the Primary Care Trust

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 the local Primary Care Trust if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

Our Promise to you

We aim to provide the best possible standards of care and service at all times. To help achieve this we value the comments and suggestions made by our patients.

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 systems 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 the 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 their permission to do so. A note signed by the patient concerned will be needed, unless they are incapable of providing this.

What you should do

Complaints should be addressed to Mrs Helena Ayre, The Practice Manager. 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.