



<https://parsondrovesurgery.com/>

Tel: 01945 700223

## Parson Drove Surgery

### Compliments and Complaints Procedure

#### Introduction

We are committed to gathering feedback from our patients to ensure the ongoing development and improvement of our services. If you have a compliment or complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know. We operate an in-house complaints procedure as part of the NHS system for dealing with complaints, which meets national criteria, as laid down by the NHS.

#### Compliments:

A compliment is more than just a “thank you.” Perhaps you experienced a member of our team going the extra mile, or found a procedure or process particularly effective? If this is the case we would love to hear from you. Alternatively, we welcome you to provide a review on the NHS website: <https://www.nhs.uk/services/gp-surgery/parson-drove-surgery/D81015/ratings-and-reviews>

#### Submitting a Compliment

To submit a compliment about our services, you can contact us via email, post, or telephone. You can find our contact details at the bottom of this policy.

#### Complaints:

A complaint is an expression of dissatisfaction with our services. This could be where the level of service you have received falls below your expectations or our service standards.

#### Submitting a Complaint

We hope that most problems can be resolved 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 effectively. 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 consent to do so. A note signed by the patient

concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaints should be addressed to:

Patient Services Manager, Mr. R Coles. You can submit a complaint via email, post, or telephone. You can find our contact details at the bottom of this policy.

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns (currently suspended due to Covid-19). 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 can put your complaint in writing and provide specific details of your issues.

### **Complaints Procedure**

We will acknowledge your complaint within three working days of receipt and aim to have explored your complaint within 28 days. The time taken to investigate your complaint will depend on its complexity and the number of people involved. After this time, we will then be in a position to offer you an explanation, or a meeting if that is more appropriate. The following steps will be taken when exploring your complaint:

1. Patient submits complaint
2. Complaint is logged centrally and securely
3. Assigned manager investigates what happened, what should have happened and other details
4. Arrangements made for the patient to discuss the problem with those concerned if required
5. Ensure the complaint is resolved to your satisfaction and outcomes are agreed
6. 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 complaints procedure detailed above to ensure it is resolved. We believe this will give us the best chance of putting right whatever has gone wrong and present us with an opportunity to improve our practice.

This, however, does not affect your right to approach the local Patient Experience Teams if you feel you cannot raise your complaint with us, or if you are dissatisfied

with the result of our investigation. The Patient Experience Team can provide an independent conciliator who is experienced in helping people to resolve differences in a constructive way.

In this instance you should contact:

The Patient Experience Team/Complaint Co-Ordinator, East Anglia Team, CPC1 Capital Park, Fulbourn, Cambridge. CB21 5XE. If you would like to talk to someone in the Patient Experience Team, the telephone number is 0800 279 2535.

For support and help regarding issues with other NHS organisation, 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

For information and help in making a complaint, you can contact Total Voice Advocacy Service. They can provide free, impartial and confidential information and support to people wishing to make a complaint about the NHS. You can contact them on 0300 222 5704, or via email at [tvcp@voiceability.org](mailto:tvcp@voiceability.org) or visit their website at [www.totalvoicep.org](http://www.totalvoicep.org).

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. Web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk) Telephone: 03450154033 Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Address: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

Parson Drove Surgery Website: <https://parsondrovesurgery.com/>

Telephone: 01945 700223

Email: [Robbie.coles@nhs.net](mailto:Robbie.coles@nhs.net)

Address: 240 Main Road, Parson Drove, Wisbech, Cambridgeshire, PE13 4LF