



At Parson Drove Surgery, we believe that feedback and complaints have the power to uncover the truth and ensure that we prioritise the needs of our patients.

Your feedback helps us improve our services, making healthcare better for everyone in our community.

**240 MAIN ROAD,
PARSON DROVE,
PE13 4LF**

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CPICB.PDS-ADMIN@NHS.NET



Parson Drove Surgery

240 Main Road, Wisbech, PE13 4LF



**Your Complaint,
Our Commitment**



THE PROCESS

You can make a complaint verbally or in writing. Written complaints can be submitted via:

- Email
- Letter

If you're unsure whether your concern is a complaint, feedback, or a query, our team can help clarify.

What to Expect

- **Acknowledgement:** We will acknowledge your complaint within three working days.
- **Discussion:** We'll offer to discuss how your complaint will be handled and agree on a response timeframe.
- **Response:** You will receive a professional and confidential response addressing all issues raised.

We may request additional information if needed.

Complaints should be made within 12 months of the event or when you became aware of it. In certain circumstances, this period may be extended.

OUR COMMITMENT

- **Immediate Action:** We will manage any urgent issues appropriately to ensure patient safety is never compromised.
- **Clear Identification:** We will clearly identify each issue raised in your complaint and ensure it receives a proper response.
- **Thorough Investigation:** All complaints will be investigated thoroughly, and we may contact you for more information if needed.
- **Responsibility Assignment:** Each issue raised will be assigned to an appropriate member of the team to provide a response.

Confidentiality and Record-Keeping

- Complaints and investigations are not routinely stored as part of your clinical records. This ensures that your future care is not influenced and respects clinician confidentiality.
- Complaint records are retained securely for 10 years in line with NHS guidelines.

ESCALATION OPTIONS

If you're dissatisfied with our response, you can escalate your complaint to:

- Parliamentary and Health Service Ombudsman (PHSO): After local resolution.
- Integrated Care Board (ICB): If you prefer not to complain directly to the surgery.



For specific patient enquiries, or for feedback or complaints around your experience as a patient, you can call the ICB Patient Experience team on 0800 279 2535 or 03300 571025 or email them via cpicb.pet@nhs.net.

You may also seek support from NHS Complaints Advocacy.

