

## 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 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. A note signed by the patient concerned will be needed, unless they are incapable (because of illness) of providing this.

## What you should do

Complaints should be addressed to:

The Complaints Manager, on 0776 158 5207, by post to: West Cambs Federation. Unit 6, Incubator 1, Enterprise Campus, Alconbury Weald, Cambridgeshire, PE28 4WX or email [CAPCCG.WestCambsFed@nhs.net](mailto:CAPCCG.WestCambsFed@nhs.net)

Alternatively, you may ask for an appointment with the Complaints Manager in order to discuss your concerns. The Complaints 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 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

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](http://www.ombudsman.org.uk) 03450154033 or [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

## Complaining to NHS England

We hope that, if you have a problem, you will use our Federation 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 how we deliver our services to patients.

This however does not affect your right to approach NHS England if you feel you cannot raise your complaint with us.

In this instance you should contact: NHS England, Customer Contact Centre, [england.contactus@nhs.net](mailto:england.contactus@nhs.net) 0300 311 22 33 PO Box 16738, Redditch, B97 9PT

For further support and help regarding issues, The Patient Experience Team (PET) 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 PET, the telephone number for Cambridgeshire is 01223 725588 or phone FREEPHONE 0800 279 2535. Alternatively you can write to: Patient Experience Team, Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road, Cambridge CB2 8FH or email [capccg.pet@nhs.net](mailto:capccg.pet@nhs.net)

### **The Independent Complaints Advocacy Service**

For information and help in making a complaint you can contact POhWER who are and Independent Complaints Advocacy Service (ICAS). The Independent Complaints Advocacy Service, [www.pohwer.net](http://www.pohwer.net) 0300 456 2370, POhWER, NHS Complaints Advocacy, PO Box 14043, Birmingham B6 9BL.

### **Care Quality Commission**

The Care Quality Commission (CQC), does not manage individual complaints about GPs and their services. However, you can find out more about making a complaint on their website: <http://www.cqc.org.uk/contact-us>



## **COMPLAINTS PROCEDURE**

### **WEST CAMBS FEDERATION**

**Unit 6, Incubator 1  
Enterprise Campus  
Alconbury Weald  
Cambridgeshire  
PE28 4WX**

**TEL: 0300 102 1560**

If you have a complaint or concern about THE service you have received from the doctors or any of the staff working for West Cambs Federation, please let us know. We operate a Federation wide complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria as laid down by the NHS.