

If you are not satisfied with the local resolution of your complaint, you can take the matter up with the Health Service Ombudsman who is completely independent of the NHS.

Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower, 30 Millbank
London, SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

Information required from you to help us handle your complaint

1. Your name and contact details.
2. Date of your complaint.
3. Specific details of your complaint
 - Clinical – about the service provided to you by our clinical staff
 - Non-clinical – about areas such as Practice administration, policies or procedures or general matters.
4. Who within our Practice is involved in your complaint.
5. Any other relevant information.

How our Practice uses complaint feedback

Although disappointing to receive complaints, we take them very seriously, and use them as learning opportunities to improve our services.

We feel it is important to review complaints with the relevant members of our Practice Team.

Therefore, clinical complaints are discussed by the clinicians unless there are any issues within them which have relevance to the whole team.

Non-clinical complaints are shared with the whole of our Practice Team.

We find this system serves us well and leads to improvements in our service delivery overall.



The Clarkson Surgery

clarksonsurgery@nhs.net

Complaints Process



De Havilland
Road Wisbech
PE13 3AN
01945 583133

Talk to us

Our Practice is keen to receive feedback about the service we provide our patients. We particularly like to hear from you when you feel that things have gone well and why they have gone well.

However, we also understand that things can go wrong, even though we always try to do our best within the constraints of the system in which we work.

Therefore, we would like to hear from you when things have not gone well. We can then consider and assess any changes or developments we can make to improve the service we provide our patients and their overall experience

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the best approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily.

In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

A complaint can be made by a patient or person acting on behalf of a patient with their consent.

Our Practice Manager Assistant, Katie Brooks handles our complaints and you can:

- ask to speak with her
- email her on clarksonsurgery@nhs.net or
- write to her at our Practice address (on the front cover of this leaflet)

We aim to resolve the matter as soon as possible and we will acknowledge your complaint within 3 working days and explain how we will handle it and in what timescales if it requires further investigation.

At all times your complaint will be dealt with in the strictest confidence.

Although we hope you feel able to contact us at the Practice, you can alternatively contact the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Cambridgeshire & Peterborough ICB
Gemini House
Bartholomew's Walk
Cambridgeshire Business Park
Angel Drove
Ely
CB7 4EA
0800 279 2535
cpicb.contact@nhs.net

You can also seek help from PALS (Patient Advice and Liaison Services) on 0845 6024384 or

POhWER, a free independent advocacy service who help people with their NHS complaint at www.pohwer.net.