

## 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 Quality / Complaints Manager, Mrs Lauren Farmer email [bandlp@nhs.net](mailto:bandlp@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

The complainant, or their representative, can complain about any aspect of care or treatment they have received at this practice.

As of **1<sup>st</sup> July 2023**, the patient (or their nominated representative) may now submit a complaint either to the ICB\* or to the practice itself.

While this was previously NHS England or the practice, should a complainant have an ongoing complaint that was submitted to NHS England prior to 1 July 2023, they will receive a letter explaining that their complaint will continue to be investigated by NHS England along with details of their case handler.

If NHS England receive a complaint on or after 1 July, the complainant will receive a letter advising that the ICB will be handling their complaint along with details of their case handler.

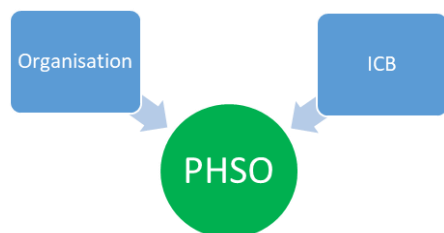
Information on how to make a complaint to the ICB (Integrated Care Board) can be sought from its webpage here: <https://www.cpics.org.uk/>. You can contact the Patient Experience Team for free via 0800 279 2535 or by emailing [cpicb.pet@nhs.net](mailto:cpicb.pet@nhs.net)

As complaints also come directly to this practice, we have adopted a patient-focused approach to complaint handling. Complaints are not escalated to an ICB following the practices response. A Stage 1 complaint is made to either the practice or to the ICB.

If dissatisfied with the response from either ICB or the practice, then the complainant may wish to escalate their complaint to the PHSO\*\*. This proves is as detailed within the Local Authority Social Services and National Health Service

Complaints (England) Regulations (2009) where it states that there should be two stages of dealing with complaints.

See the below image that further explains the route of any complaint.



**Stage 1** – The complainant may take a complaint to the practice or to the ICB. This is classed as a local resolution.

**Stage 2** – If dissatisfied with the initial Stage 1 response, the complainant may then escalate this to the PHSO.

It should be noted that neither the practice, nor the ICB will investigate any complaint should this have been responded to by the other.

If your complaint is not resolved by the Practice or the ICB, 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

For further support details of how patients can complain and how to find independent NHS complaints advocates, see this webpage: [www.local.gov.uk/health-complaints-advocacy-providers](http://www.local.gov.uk/health-complaints-advocacy-providers). There are other organisations, including some charities, which offer advocacy as part of what they do. Some of them include: Age UK, Independent Age (for older people), Mencap (for people with a learning disability), Mind (for people affected by mental illness), Rethink (for people affected by mental illness).

## 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

**THE SURGERY, MAYFIELD, BUCKDEN, CAMBS, PE19 5SZ**

**THE SURGERY, 40 HIGH STREET, LITTLE PAXTON, CAMBS, PE19 6EY**

**TEL: 01480 810216**

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 system meets national criteria as laid down by the NHS.

The care and treatment delivered by Buckden and Little Paxton Surgeries are done so with due diligence and in accordance with current guidelines. However, it is acknowledged that sometimes things can go wrong.

By having an effective complaints procedure in place, this practice can investigate and resolve complaints in a timely manner, achieving the desired outcome for service users whilst also identifying lessons learned and ultimately improving service delivery.

**\*ICB – Integrated Care Board. ICBs replaced clinical commissioning groups (CCGs) in the NHS in England from 1<sup>st</sup> July 2022. ICB is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.**

**\*\*PHSO – the Parliamentary and Health Service Ombudsman. Set up by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments.**