

LET THE PRACTICE KNOW YOUR VIEWS

Bottisham Medical Practice is continually looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can we continue to build and improve our services.

You can tell us about our service by completing the feedback form in this leaflet.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

Most complaints can be resolved at a local level. Complaints can be made verbally or in writing. Additionally, you can complain via email to admin.bottishammedicalpractice@nhs.net.

Alternatively, ask to speak to our Practice Manager who will try to resolve the issue and offer further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please inform us as soon as possible. This will enable us to get a clear picture of the circumstances surrounding the complaint.

Timeframes for Complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The practice will acknowledge all complaints within three business days.

Investigating Complaints

Bottisham Medical Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Bottisham Medical Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Bottisham Medical Practice allows a third party to make a complaint on behalf of a patient. The patient must provide written consent for them to do so. A third-party patient complaint consent form is available from reception.

Where a patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Final Response

Bottisham Medical Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

COMPLAINTS / FEEDBACK FORM

For the attention of the Practice Manager

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____

DO YOU NEED HELP MAKING A COMPLAINT?

POhWER information and advocacy services can offer free, independent and confidential advice. They help people who, because of disability, illness, social exclusion and other challenges, find it difficult to express their views or get the support they need.

Tel: 0300 4562370

Email: pohwer@pohwer.net

Post: POhWER, PO Box 14042, Birmingham B6 9BL

COMPLAINING TO OTHER AUTHORITIES

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf.

NHS England
PO BOX 16738
REDDITCH
B97 9PT
03003 112233
Email: england.contactus@nhs.net

PATIENT EXPERIENCE CONTACTS AT OTHER NHS ORGANISATIONS

**Addenbrooke's Hospital
Patient Advice & Liaison Service (PALS)**
Box 53
Cambridge University Hospitals
Hills Road
Cambridge CB2 0QQ
Telephone: 01223 216756
Email: pals@addenbrookes.nhs.uk

The Patient Experience Team

Cambridgeshire & Peterborough Integrated Care System
Lockton House
Clarendon Road
Cambridge CB2 8FH
Telephone free via 0800 279 2535
Email: cpicb.pet@nhs.net

The Parliamentary and Health Service Ombudsman

If you have reached the end of the complaints process and are not happy with our final decision, you can contact this service.

Tel: 0345 0154033
Millbank Towers
Millbank, London SW1P 4QP
For more details see
<https://www.ombudsman.org.uk>

CONTACTING THE CARE QUALITY COMMISSION (CQC)

The CQC is the independent regulator for health and social care in England, including GP Services.

If you have a genuine concern about a staff member or regulated activity carried out by this Practice you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk> or email enquiries@cqc.org.uk

BOTTISHAM MEDICAL PRACTICE Complaints & Comments Leaflet

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PARTNERS

Dr Thomas Shackleton

Dr Tamara Keith

PRACTICE MANAGER

Mrs Victoria Hodges

Please Take a Copy

Revised January 2024