

# **MERESIDE MEDICAL GROUP**

**Cathedral Medical Centre, Haddenham Surgery, Staploe Medical Centre**

## **Complaints**

Mereside Medical Group strive to offer the best possible treatment and care. However, if you have a complaint or concern about the service you have received from any member of the staff working for Mereside Medical Group, 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.

### **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.

However, if your problem cannot be resolved in this way and you wish to make a formal 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.

We adhere to the strict rules of patient medical confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have their permission to do so and would ask that the patient consent form is signed by the patient concerned and returned to us, unless there are exceptional circumstances i.e. illness, incapacity, etc.

### **What you should do**

Please write in with details of your complaint or concern and include as much detail as possible - dates, times, staff involved, details of telephone calls, etc.

Complaints should be addressed to the Practice Operations Manager at the relevant site either via e-mail or by post:

**Cathedral Medical Centre**, POW Hospital, Lynn Road, Ely, Cambridgeshire, CB6 1DN  
[capccg.cathedralmedicalcentre@nhs.net](mailto:capccg.cathedralmedicalcentre@nhs.net)

**Haddenham Surgery**, The Green, Haddenham, Ely, Cambridgeshire, CB6 3TA  
[capccg.haddenham@nhs.net](mailto:capccg.haddenham@nhs.net)

**Staploe Medical Centre**  
Brewhouse Lane, Soham, Ely, Cambridgeshire, CB7 5JD  
[capccg.staploe@nhs.net](mailto:capccg.staploe@nhs.net)

Alternatively, you can telephone the Practice to arrange a telephone call with the Practice Operations Manager in order to discuss your concerns. The Practice Operations Manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly.

## **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

## **Taking matters further**

We hope that if you have a problem you will contact us directly. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you feel it would be helpful to speak to someone independent of the Practice for support and advice in pursuing your complaint you may wish to contact one of the following organisations:-

### **Cambridgeshire & Peterborough Clinical Commissioning Group (CAPCCG)**

As a patient, relative or carer you may sometimes need to turn to someone for help, advice and support and this is where the CAPCCG Patient Experience Team can help. They can offer confidential help and advice, give guidance on the NHS complaints procedure, give advice on where to direct your NHS complaint, provide information about local health services and support groups, and signpost to other organisations such as Independent Advocacy and other patient experience services.

**CAPCCG Patient Experience Team** - Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove, Ely, Cambridgeshire, CB7 4EA

Telephone: 0800 2792535 or 0330 0571025

Email: [capccg.pet@nhs.net](mailto:capccg.pet@nhs.net)

## **NHS England (NHSE)**

Complaints about GP and Pharmacy services are managed by NHS England. You can send your complaint directly to the NHSE England Customer Contact Centre.

**NHS England** – Customer Contact Centre, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 3112233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **Parliamentary & Health Service Ombudsman (PHSO)**

If you are unhappy with the final response to your complaint and would like to take the matter further, you can ask the Independent Parliamentary & Health Service to investigate.

**The Parliamentary and Health Service Ombudsman** - Millbank Tower, Millbank, London, SW1P 4QP

Telephone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Who else can help?**

If you feel you need support in making your complaints this is available through **Total Voice Cambridgeshire & Peterborough Independent Health Complaints Advocacy**. They provide a free, independent and confidential support for people who wish to make a complaint about the care they received from the NHS. An advocate can explain the complaints process and give guidance on writing an effective complaint letter and where appropriate you can have one to one advocacy support.

**Voice Ability** – Unit 1, The Old Granary, Westwick, Oakington, Cambridge, CB24 3AR

Telephone: 0300 3031660

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

Website: [www.voiceability.org](http://www.voiceability.org)

# **PATIENT CONSENT FORM**

**Full name of patient:** \_\_\_\_\_

**Address of patient:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**I Authorise** (name of complainant): \_\_\_\_\_

**Address of Complainant:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature of patient** \_\_\_\_\_

to act on my behalf and to receive any and all such information as may be relevant to the complaint.

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## **CONSENT FOR THE DISCLOSURE OF PERSONAL RECORDS**

I hereby give my consent to the organisations investigating my complaint to share any relevant information in order to complete the investigation. I understand that this likely to include disclosure of my personal records.

**Signature of patient:** \_\_\_\_\_

**Date:** \_\_\_\_\_