

We endeavour to give you the best possible service, but there may occasionally be times when you feel that you have received less than this. This leaflet endeavours to explain the procedure to follow, if you have a complaint about the services that we provide, but please note that our Practice procedure for dealing with complaints is not able to deal with questions of legal liability. We would ask you to note that we do have to respect our duty of confidentiality to our patients. Therefore the patient's written consent must be obtained if a complaint is not made by the patient in person. The Clarkson Surgery hopes that you will feel able to use our in-house complaints procedure in order to give us the opportunity to investigate, and if necessary, to put right any problem or mistake that you have identified. We will, of course, carry out a full investigation of the matter, and will offer you the opportunity to have an informal interview to discuss the complaint, investigations and our findings.

If you do wish to make a complaint, please write to the Practice Manager. Full details of your complaint will be taken and a decision made on how best to undertake the investigation.

It is important that we deal with complaints swiftly. Your complaint will be acknowledged within 3 working days, and aim to have looked into the matter within 20 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue (Covid restrictions permitting).

Occasionally, if we have to make a lot of enquiries, it may take longer to get back to you with the result, but we will try to keep you informed. You may bring a friend with you to the interview. We hope that at the end of the meeting, or our investigation, that you will feel satisfied that we have

dealt with the complaint as thoroughly as possible, should you wish to continue with your complaint, we will direct you to the appropriate authorities.

We hope that, if you have a problem, you will use our Practice 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 our Practice. If you do not want to make a complaint direct to us, you can contact NHS England instead. Its details are:

**NHS England**

PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 2233

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

The case will then be relayed to the appropriate local area team for investigation and response.

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. It's details are:

**The Parliamentary & Health Service Ombudsman**

Millbank Tower, Millbank, London, SW1P 4QP

Tel: 03450 154 033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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

If you need support or assistance in pursuing your complaint you can contact the NHS Complaints Advocacy on 0330 330 5454, you can also contact:

**Voice Ability**

27 London Road, Peterborough, PE2 8AN

Tel: 0300 222 5704

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

# COMPLAINTS PROCEDURE

## Doctors (GPs), Dentists, Pharmacists or Opticians

If you have a concern or complaint about a primary care service such as a GP, dentist, pharmacist or optician, in the first instance you should contact them and ask to speak to the Practice Manager.

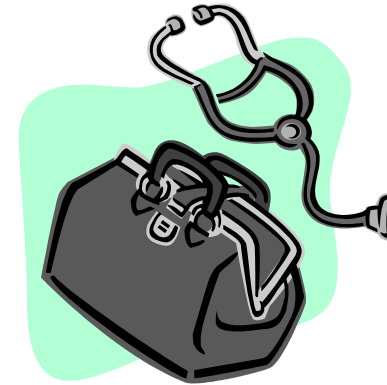
## Ambulance Services

Concerns or complaints about the Ambulance or paramedic service should be directed to

### **East of England Ambulance Service**

**Telephone: 0800 028 3382 or 01234 243320**

**Email: [eo easnt.feedback@nhs.net](mailto:eo easnt.feedback@nhs.net)**



**The Clarkson Surgery  
DeHavilland Road  
Wisbech  
Cambridgeshire  
PE13 3AN**

**01945 583133**