

# Wadebridge & Camel Estuary Practice

## Complaints Procedure for Patients

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### Introduction

If you wish to make a complaint, there is a procedure in place which is in line with the NHS and Social Care Complaints Procedure. The practice manager monitors complaints.

### Purpose

The policy sets out the approach of Wadebridge & Camel Estuary Practice to the handling of complaints and is relevant to all employers and any one who works at Wadebridge & Camel Estuary Practice including non-clinical staff. Individuals training and visitors/observers on the premises must also adhere to this.

### Complaints

Anyone who feels they have experienced a failure or lack of service, with regard to the practice, can complain. If someone makes a complaint on your behalf, or you are unable to complain yourself, then we need your signed authority to investigate the complaint and respond directly to that person.

It is important to make your complaint as soon as possible after the event that caused your concern. Usually the NHS will only investigate complaints that are made either:

- Within 12 months of the event; or
- Within 12 months from when the matter came to the attention of the complainant.

There is discretion to waive these time limits if there is good reasons why you could not complain sooner and if it is still possible to investigate the matter.

### To whom do I complain?

Wherever possible we will aim to make a local resolution, you should discuss your concern with someone close to the cause of your complaint – a receptionist, nurse or doctor. In many cases, it will be possible to sort out the problem straight away. Sometimes it may be necessary to involve other staff to establish what has happened and to decide what action to take. Details of your complaint will not be recorded on your medical records.

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You may choose to discuss the problem with the Practice Manager, either at the time if he/she is available, in writing, by phone or making an appointment to come in and see him/her.

If your complaint is made in writing, it will be acknowledged within three working days of receipt. If you wish to be contacted by telephone regarding the complaint please add your telephone number, this may help us respond more quickly. We will aim to send a full response within an agreed time frame up to a maximum of six months of the complaint. We will advise you of any delay and agree a revised timescale with you.

If you need help in making a complaint The Independent Complaints Advocacy Service (ICAS) can help you.

#### **What if local resolution is unsuccessful?**

If you are not satisfied with the outcome of the local resolution, please say so – we may be able to help further. If you remain unhappy you can ask the Parliamentary and Health Service Ombudsman to review your case. This is the second stage of the NHS complaints procedure. The complaint must be referred to the Ombudsman within 12 months from the final response from the practice.

Please see below some useful contact details

Practice Manager:  
Sonia Geach  
Wadebridge & Camel Estuary Practice  
Brooklyn, Wadebridge, Cornwall, PL27 7BS  
Telephone: 01208 812222

NHS England – A National Call Centre for Complaints  
Tel: 0300 311 22 33  
Post: NHS England, PO Box 16738, Redditch, B97 9PT

The Ombudsman:  
The Parliamentary Health Service Ombudsman for England  
Millbank Tower, London SW1 4QP  
Telephone: 0345 0154033

Independent Complaints Advocacy Service  
seAp Cornwall  
Tel: 0300 3435706 Email: [info@advocacyincornwall.org.uk](mailto:info@advocacyincornwall.org.uk)