



Cambridge Avenue
& Messingham
Medical Centre

COMPLAINTS PROCEDURE

YOUR RIGHT TO COMPLAIN

Cambridge Avenue and
Messingham Medical Centre,
Cambridge Avenue,
Scunthorpe, DN16 3LG

Tel: 01724 842415
Email: nl.b81022@nhs.net
Website:
cambridgeavenuemedicalcentre.nhs.uk

Section 1: What do I do if I want to complain?

If you are unhappy with the care, service or treatment you have received from Cambridge Avenue and Messingham Medical Centre, it is important that you tell the people responsible, as they can only put things right if you let them know what is wrong.

Complaints can often help us improve the services we give to future service users and patients...

You will not be treated any differently following any complaints made.

What a complaint can and can't do

Cambridge Avenue and Messingham Medical Centre Complaints Procedure can only deal with certain matters; it is therefore important to think about what you want to achieve with your complaint.

Under Cambridge Avenue and Messingham Medical Centre Complaints Procedure, we can;

- Undertake a thorough investigation and offer an explanation for what happened
- Offer an apology
- Improve future services to our patients
- Take action to put matters right

Under Cambridge Avenue and Messingham Medical Centre Complaints Procedure we cannot;

- Offer you financial compensation
- Discipline staff
- 'Strike off' a doctor or other health care professional



Who do I speak to in the first instance?

Many concerns and problems may easily be resolved between reception staff and the patient. If you have concerns, we ask that in the first instance, you discuss these with a staff member of Cambridge Avenue and Messingham Medical Centre.

If you are still unhappy

If after speaking to a staff member, you remain dissatisfied you may wish to;

- Speak to the Reception Team Leader
- Speak/ write with the Practice Manager or Deputy Practice Manager
- Speak/write to the Care Quality Commission (contact details in Section 4 of this leaflet)

Can someone complain for me, or can I complain for someone else?

If you feel anxious about making a complaint yourself, you can ask a relative, friend, advocate or carer to complain on your behalf. Cambridge Avenue and Messingham Medical Centre may ask this person whether they have your permission (consent) to do this.

Healthwatch offers a free, professional support service to those wishing to pursue a formal complaint against Cambridge Avenue and Messingham Medical Centre.

Details of how to contact Healthwatch are given in Section 4 of this booklet. Consent is not needed in situations where the person is not able to give it.

The issue of consent will be discussed in more detail with you by the Hospice complaints handler. Please see consent form on page 8 of this leaflet.



Section 2: Making a complaint- how do I start?

How do I make a verbal complaint?

You can contact the Practice or Deputy Manager during normal working hours to make a verbal complaint.

This person will listen to your concerns, asking questions as appropriate, and will make an account of your complaint.

How do I make a written complaint and what should I include?

You do not need to write a very long and detailed letter or e-mail, but you should include all the points you want to complain about. If you are unable to put your complaint in writing, Healthwatch can help you. See Section 4 for their contact details.

You should tell us:

- Who or what you are complaining about, try to make clear the most important points.
- If you are complaining about a member of staff, please give their name and job title if you know it.
- Where and when the events you are complaining about happened.
- What you have already done about your complaint, if anything.
- What you hope the outcome of your complaint will be.

If you wish to complain about more than one part of health or social care services, for example a GP surgery, hospital, pharmacy, you can, if you wish, write to each of the relevant organisations.

Joint working however, is deemed to be good practice. Therefore, if you are sending a written complaint, you should address your complaint to one of the organisations, who will approach the other organisation and a joint response will be formulated.

All the organisations should work together in the investigation and resolution of the complaint. You will be given the name of the link person investigating your complaint.

Can I access my health records?

If your complaint is about your health treatment, you may wish to obtain a copy of your health records to find out more about the background of your complaint and to confirm the factual details. The wait is 28 days and there may be a charge

You have a right to see your health records under the Data Protection Act 2018.

For further information about accessing your health records, you should contact reception on 01724 842415



Example letter of complaint

Your name

Address

Telephone number(s)

Date

Address

Dear Sir/Madam

Re: (insert patient's name, address and date of birth)

I am writing to complain about (issues of concern), at (place where concerns relate to). If the complaint refers to a member of staff, please include as much detail as possible (name, job title if known, and shift of time of day/night when incident/issues arose).

Include details of what happened, where it happened, when it occurred and include the names and positions of all individuals involved.

If your complaint refers to a number of issues or concerns, please list what you feel to be the most important ones first. Include details of what you would like to happen as a result of the complaint - for example, an apology, an explanation, action to put things right, reassurance that the same issue will not happen again.

I would like my complaint to be addressed using Cambridge Avenue Medical Centre's complaints procedure and look forward to receiving your reply.

If you are making a complaint on behalf of someone else, please ensure you enclose a signed consent form with your letter of complaint.

If you would like a meeting to be arranged to discuss your concerns further, please also mention this in your letter.

Yours faithfully

Name (signature)

Name (printed)



Cambridge Avenue Medical Centre - COMPLAINT CONSENT FORM

I, (name)
of address
.....
.....

hereby authorise (named person)
of (named person’s address)
.....
.....
.....

to pursue the complaint on my/our behalf and I agree that the staff may
disclose (only so far as it is necessary to answer the complaint)
confidential information about me/my care/treatment.

Signature: Date:



What happens next

The two stages of the Complaints Procedure

Cambridge Avenue Medical Centre Complaints Procedure has two possible stages:

- Local resolution
- Review by Parliamentary and Health Service Ombudsman

Local Resolution

How long will it take?

When you make a complaint, the Practice Manager or Deputy Practice Manager should send you an acknowledgement letter within three working days.

We expect most complaints to be responded to within 30 to 45 days from receiving the complaint.

However, complex complaints may take longer than this to carry out a thorough investigation.

The person investigating the complaint will keep you informed how the complaint is progressing.

Could a meeting be arranged?

In looking into complaint, the Practice Manager/Deputy Manager may offer to meet you with the member of staff who is investigating your complaint.

Should you choose to meet with the Practice Management, it may be helpful to have someone with you at the meeting to provide support, such as a relative or a friend.

We are able to arrange an interpreter and other communication support if this is required.

What happens if I'm not satisfied with the response from the Practice Management?

If you are not happy with the response to your complaint, please let the Practice Management know that you are still not satisfied and explain why.

Please tell them the questions you would still like answered and what you would like to happen next.

Review by the Parliamentary and Health Service Ombudsman

If, following investigation Cambridge Avenue and Messingham Medical Centre, you are not satisfied with the response to your complaint, you have the right to take the matter up with the Parliamentary and Health Service Ombudsman.

This Ombudsman investigates complaints. However, before they look into your complaint, they will usually expect you to have completed the Cambridge Avenue and Messingham Medical Centre complaints procedure, unless they decide that, in your particular circumstances, it would be unreasonable for you to do so.

The Parliamentary and Health Service Ombudsman is independent of the NHS/Cambridge Avenue and Messingham Medical Centre and the Government, and there is no charge for this service.

The contact details of the Parliamentary and Health Service Ombudsman can be found in Section 4 of this booklet.



Section 4 : Contact Details

Cambridge Avenue and Messingham Medical Centre

Cambridge Avenue
Scunthorpe
North Lincolnshire
DN16 3LG
Telephone: 01724842415
Email: nl.b81022@nhs.net

Healthwatch- North Lincolnshire

Healthwatch North Lincolnshire,
Suite 37, Normanby Gateway Lysaghts Way
Scunthorpe
DN15 9YG
Freepost Address: Freepost HWNL
Telephone 01724 844986
Email: enquiries@healthwatchnorthlincolnshire.co.uk

Care Quality Commission (CQC)

National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Telephone: 03000 616161
Email: enquiries@cqc.org.uk

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
DW1P 4QP
Customer Helpline: 0345 015 4033
Website: www.ombudsman.org.uk



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