**A guide to giving**

**your feedback to**

Cambrian Medical Centre

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Welcome…

We are always looking at ways to improve our services and ensure that you have the best possible experience with Cambrian Medical Centre. You can help us to get it right by telling us what you think of the services delivered by us.

This leaflet tells you what to do if you wish to compliment, comment or complain about Cambrian Medical Centre.

We will do all that we can to help and assist you through the process.

Compliments & Comments

We want to hear from you if you are particularly pleased with the service you have received from an individual or team within the Surgery and wish to pass on your thanks or praise.

If you can tell us what we do well, or suggest improvements, we can give others a better service too. We will ensure that compliments reach the individuals concerned and that their manager is made aware of them. If it is appropriate, we will also share your comments with other colleagues

We also want to hear from you with any comments you have about any of our services or suggestions for ways we can improve. When you make a comment it will be sent to the Complaints Manager for action or learning.

Complaints

We always try to give a good service but sometimes things go wrong. You can help us make changes by telling us about what is wrong and how you would like us to put it right.

You may want to complain about:

A service

Any action, attitude or behaviour of a member of staff which has affected you or someone close to you

Please get in touch with the Complaints Manager if you need help or support in using our procedure, or if you need the information in another format.

How to complain

You should discuss any comments or concerns with the person providing the service, for example a Nurse or a Doctor, or ask to speak to the Complaints Manager. If you are unhappy with the outcome, or would prefer to speak to somebody separate from the surgery, you could consider contacting the Patient Advice and Liaison Service (PALS) at Staffordshire Commissioning Support Services

PALS aims to:

Help sort out problems informally and quickly on your behalf

Provide advice or refer patients, families and carers to other agencies where appropriate

Advise on the formal complaints procedure if necessary

Feedback to the Clinical Commissioning Group common themes and concerns and bring about improvements and change

Ideally formal complaints about the surgery should be made directly to the surgery, in writing, by telephone or by email. You can, however, choose to complain to the Patient Services Team should you not wish to deal with the surgery directly. Contact details are included below.

What happens once you have made a complaint?

There are two stages for dealing with complaints.

**Stage One: Local Resolution**

When you make a complaint you will receive an acknowledgement letter within three working days from the Complaints Manager.

If a formal investigation is needed it will be carried out by the Complaints Manager. This will include a report on the process of the investigation and findings, including details of any action taken or recommended to prevent a recurrence of the problem. A copy of the report will be sent to you with a letter from the Complaints Manager.

If more time is needed to complete the investigation we will contact you to let you know why this is needed and will discuss new deadlines.

If you have any questions about the response to your complaint, you can contact the Complaints Manager

**Stage Two: Ombudsman**

If you are not satisfied with the findings of the local investigation you may wish to contact the Health Service Ombudsman. The Health Service Ombudsman is completely independent of both the NHS and of the Government. They can investigate complaints about NHS services and complaints about how the complaints procedure is working.

The Ombudsman does not have to investigate every complaint put to them and they will not usually take on a case which has not first been through the NHS complaints procedure.

*If you can read this but know someone who can’t, please let the Complaints Manager know so we can arrange to provide this information in a more suitable format.*

Patient Services

Telephone: 08000304563

Email: pals@staffordshirecss.nhs.uk