

## Lensfield Medical Practice

### Advice for Patients wishing to make a complaint

If you're not happy with the care or treatment you've received at Lensfield Medical Practice, you have the right to:

- make a complaint;
- have your complaint efficiently and properly investigated;
- receive a timely response, including details of the outcome of any investigation into your complaint;
- escalate your complaint to the independent [Parliamentary and Health Service Ombudsman](#) if you're not satisfied with the way the Practice has dealt with your complaint.

### Who should I complain to?

Most problems can be sorted out quickly and easily at the time they arise with the person concerned. When possible, this usually achieves the best outcome for your healthcare and for our service improvement. We recommend this approach first.

When you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so. It is helpful to us to receive complaints in writing. Our Complaints Form (below) can be used for this purpose but is not required. Complaints may also be expressed by speaking to a member of staff or by arranging to meet the Practice Manager.

Written complaints should usually be sent to the complaints manager who is Linda Kelly our Practice Manager:

Mrs Linda Kelly  
Practice Manager  
Lensfield Medical Practice  
48 Lensfield Road  
Cambridge  
CB2 1EH  
[manager.lensfield@nhs.net](mailto:manager.lensfield@nhs.net)

In exceptional circumstances where the Practice/Patient relationship has broken down or where the complaint is clinical in nature, patients can contact the Patient Experience Team:NHS Cambridgeshire & Peterborough Patient Experience Team  
Telephone 0800 279 2535 (free of charge, Monday to Friday excluding bank holidays)  
Email: [cpicb.pet@nhs.net](mailto:cpicb.pet@nhs.net)  
<https://www.cpics.org.uk/patient-experience-team>

## When should I complain?

Please tell us about your complaint as soon as possible, so that we can find out exactly what happened more easily. Ideally this would be within a few days, but all complaints should normally be made within 12 months of the date of the specific event that your complaint relates to, or as soon as the matter first came to your attention.

## Who can complain?

- If you are a registered patient or former registered patient, you can complain about your own care.
- If you have parental responsibility for a patient who is a child, you can complain about the child's care. (This may include parents, guardians, persons authorised by a local authority to care for the child under the provisions of the Children Act 1989, or persons authorised by a voluntary organisation responsible for the child's accommodation.)
- If you are an adult with an interest in the welfare of a patient who is not able to make a complaint themselves, you can complain about that patient's care. (Adults with such an interest may include family relations and close friends.)

If you wish to make a complaint on behalf of someone else, we will normally require written consent from the patient giving us permission to communicate with you about the patient's care, to meet medical confidentiality requirements. This can be achieved if the patient signs the declaration on the Complaint Form (below). If written consent is not possible, please discuss this with the patient's Doctor or the Practice Manager.

## What happens next?

- If a complaint is received verbally and if it is dealt with to your satisfaction within 24 hours of receiving it, the complaint process will be considered complete.
- All other complaints will be acknowledged in writing, within three working days.
- We will offer you the opportunity to discuss the complaint either by telephone or in person.
- The complaints manager will ensure that the complaint is thoroughly investigated. This will be done as promptly as possible but may take up to 28 days.
- We will send you a written **Formal Response**, to include:
  - A clear statement of the issues of concern, the findings of the investigation and evidence-based reasons for the decisions that were made, as appropriate.
  - An explanation of any errors that were made, if applicable, and steps taken to correct or lessen the effect of any errors, or to prevent repetition of the same errors.
- We will offer you the opportunity to discuss the Formal Response with us if needed.

## Outcomes

The goals of the complaints process are

1. to achieve shared understanding of what happened,
2. to identify any shortcomings or errors in care and rectify these as far as possible,
3. to improve our practice so that care is improved.

You may choose to escalate your complaint if you are not satisfied with the Practice's response.

In the rare situation of a patient making repeated complaints, we will discuss this with you. We are committed to improving our service and to reaching shared understanding of mutual expectations. However, if this cannot be reached and repeated complaints (more than 3 in 3 years) are found, on investigation, to reflect unreasonable expectations and not a significant failure of care, we will recommend that you re-register at another GP surgery.

### What if I am not happy with the Practice's Formal Response?

If after receipt of the formal response you are still not satisfied with the outcome or explanation and do not believe you can obtain a satisfactory outcome by further discussion with the practice, you can contact the Ombudsman on 0345 015 4033 or by email:

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or write to The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester M2 3HQ.

### Can I get help to make a complaint?

Making a complaint can be daunting but help is available.

**NHS Complaints Independent Advocacy Service** Local authorities have a statutory duty to commission independent advocacy services to provide support for people making or thinking of making a complaint about their NHS care or treatment.

Tel: 0300 330 5454

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

### Citizens Advice Bureau

Your local Citizens Advice Bureau can be a great source of advice and support if you want to complain about the NHS

#### LENSFIELD MEDICAL PRACTICE

|                                   |               |                   |
|-----------------------------------|---------------|-------------------|
| Dr M Waters                       | Dr S Ford     | 48 LENSFIELD ROAD |
| Dr A Ng                           | Dr W McDonald | CAMBRIDGE         |
| Dr J Clayton                      | Dr A Perrett  | CB2 1EH           |
| Dr E Woodroffe                    |               |                   |
| Practice Manager: Mrs Linda Kelly |               | Tel: 01223 651020 |

# Complaints Form

## 1. Complainants Details

|                        |          |
|------------------------|----------|
| Full Name:             | Address: |
| Date of Birth:         |          |
| NHS Number (if known): |          |

## 2. Consent. (Please complete if the above complainant is NOT the patient involved)

|  |          |
|--|----------|
| <p>I hereby give consent that the above named person (in the Complainants Details <i>section</i>) has my permission and authority to make this complaint on my behalf and deal with all correspondence concerning this complaint. I understand that this may involve access to my medical records and other confidential information held by the practice about me. Please note this consent applies ONLY to information held by Lensfield Medical Practice and does not extend beyond this.</p> |          |
| Full name:   | Address: |
| Date of Birth:   |          |
| NHS Number (if known):   |          |
| Signature of patient:  |          |
| Date:  |          |

**Details of the complaint. (Please be as specific as possible and include times, places and people where appropriate).**

Continue on a separate sheet if necessary.

Signature:

Print name:

Date: