

A guide to giving your feedback to Cambrian Medical Centre

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:

- The level of service
- Care or treatment
- Attitude or behaviour of a member of staff which has affected you or someone close to you

Please get in touch with the Practice:

- Manager (Mrs Nicky James)
- Patient Services Officer (Miss Paula Jones)

How to complain

If you have any comments or concerns, we accept complaints verbally, in writing by letter or email.

If you are unhappy with our outcome, or would prefer to speak to somebody separate from the surgery, you could consider contacting the NHS Shropshire Telford and Wrekin ICB Patient Services Team:

- **Telephone:** 01952 580407
- **Email:** stw.patientservices@nhs.net
- **In writing:** Patient Services Team, NHS Shropshire, Telford and Wrekin, Wellington Civic Offices, Larkin Way, Tan Bank, Wellington, Telford, TF1 1LX

The Patient Services Team will then make a decision around the best process for your complaint.

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 Practice Manager, Mrs Nicky James or Patient Services Officer, Miss Paula Jones.

If a formal investigation is needed, it will be carried out by the Practice 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 Practice 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 Practice Manager.

Stage Two: Ombudsman

If you are not satisfied with the findings of the local investigation you may wish to contact the Parliamentary and Health Service Ombudsman (PHSO) to consider your complaint further. There are timescales for raising your concerns with the PHSO and more information can be found via the website link below:

- **Telephone Helpline:** 0345 015 4033
- **Email:** phso.enquiries@ombudsman.org.uk
- **Website:** <https://www.ombudsman.org.uk/>

If you require this leaflet in a different format, please contact the Practice.

Thank you.