

COMPLAINTS ON BEHALF OF SOMEONE

Please note that WICKHAM MARKET MEDICAL CENTRE keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure which is further on in this leaflet.

If you do not wish to raise your complaint directly with the Practice, you may make your complaint directly to the commissioners of our service, Suffolk & North East Essex Integrated Care Board (ICB). Their contact details are;

Tel: 0800 389 6819

Email: complaints@snee.nhs.uk

Please note, you can only raise your complaint with one organisation, you cannot complain to both the Practice and the ICB.

Or, NHS England, PO Box 16738, Redditch, B97 9PT.

england.contactus@nhs.net

FAO: The Complaint Manager

03003112233 – Mon – Fri 8am – 6pm

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on **03000 616161**, or alternatively visit the following website: <http://www.cqc.org.uk/contact-us>

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on

www.pohwer.net/our-services/nhs-complaints-advocacy

Suffolk Services: [Secure Services Advocacy](#)

or

The local Health

Watch <http://www.healthwatch.co.uk/>

or call **03000 68 3000**

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on **0345 015 4033** or <http://www.ombudsman.org.uk> or Textphone (Minicom): **0300 061 4298**



WICKHAM MARKET MEDICAL CENTRE

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Mark Lal
Dr Jordan Nye
Dr Alison Glaister
Dr Paul Kaiser

SALARIED DOCTORS

Dr Charlotte Wayne

Please Take a Copy

(Revised May 2025)

LET THE PRACTICE KNOW YOUR VIEWS

WICKHAM MARKET MEDICAL CENTRE is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meet's national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please raise your issue with the staff member concerned. Where the issue cannot be resolved, please contact the practice in writing to:

[Wickham Market Medical Centre, Chapel Lane, Wickham Market, IP13 0SB](#)

or by email: wickhammarket.reception@nhs.net.

We will try to resolve the complaint and offer you further information on the complaint's procedure.

Please let us know of your concerns as soon as possible, ideally within a matter of days. If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem.

OR

- Within 12 months from when the complaint comes to your knowledge.

The Practice will acknowledge your complaint within three working days.

The Practice may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Arrange for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint/comment: _____

Details: _____

Signed: _____