

# Grove Medical Practice

## The Complaints Process



Grove Medical Practice  
Cromwell Place  
St Ives  
Cambridgeshire  
PE27 5JD

Tel: 01480 462206

[www.grovemedicalpractice-stives.nhs.uk](http://www.grovemedicalpractice-stives.nhs.uk)

Email: [cpicb.grove.medical@nhs.net](mailto:cpicb.grove.medical@nhs.net)

## Our Complaints Procedure

### Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at **Grove Medical Practice**.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

### Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager, Simon Stitson, Practice Business Manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England  
PO BOX 16738  
REDDITCH  
B97 9PT  
03003 112233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [cpicb.grove.medical@nhs.net](mailto:cpicb.grove.medical@nhs.net).

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will respond to all complaints within five business days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

## Investigating complaints

**Grove Medical Practice** will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

**Grove Medical Practice** will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

**Grove Medical Practice** allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## Final response

**Grove Medical Practice** will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

## Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

## Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ

Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice;

The local Healthwatch can be found at:

**[www.healthwatch.co.uk](http://www.healthwatch.co.uk)**

The IHCA is able to be contacted at: **[www.seap.org.uk/services/nhs-complaints-advocacy](http://www.seap.org.uk/services/nhs-complaints-advocacy)**

The Patient Advice and Liaison Service (PALS) is based at:

### **Addenbrooke's Hospital and The Rosie - Cambridge University Hospitals NHS Foundation Trust**

01223 216 756

[pals@addenbrookes.nhs.uk](mailto:pals@addenbrookes.nhs.uk)  
[For more information](#)

### **Royal Papworth Hospital**

01223 638896

[papworth.pals@nhs.net](mailto:papworth.pals@nhs.net)  
[For more information](#)

### **Peterborough City Hospital - North West Anglia Trust**

01733 673405

[Nwangliift.pals@nhs.net](mailto:Nwangliift.pals@nhs.net)  
[For more information](#)

### **Hinchingbrooke Hospital - North West Anglia Trust**

01480 428964

[hch-tr.pals@nhs.net](mailto:hch-tr.pals@nhs.net)  
[For more information](#)

**Cambridgeshire and Peterborough NHS Foundation Trust**

Freephone 0800 376 0775 (Office hours Monday to Friday)

[pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk)  
[For more information](#)

**Queen Elizabeth Hospital - King's Lynn**

01553 613351 or 01533 613343

[pals@qehkl.nhs.uk](mailto:pals@qehkl.nhs.uk)

[For more information](#)

**Cambridgeshire Community Services**

Freephone: 0800 013 2511

[ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)  
[For more information](#)  
[pals@addenbrookes.nhs.uk](mailto:pals@addenbrookes.nhs.uk)  
[For more information](#)