

Further information is detailed in our organisation policy which you can find on our website.

## Support

If you feel you need support in making your complaint, this is available through Total Voice Cambridgeshire and Peterborough, Independent Health Complaints Advocacy.

They provide a free, independent, and confidential support for people who wish to make a complaint about the care they have received from the NHS. An advocate can explain the complaints process and give guidance on writing an effective complaint letter and where appropriate you can have one to one advocacy support.

Telephone: 0300 222 5704  
Email: [helpline@voicability.org](mailto:helpline@voicability.org)

## Compliments

You can also choose to write to our Operations Manager about any comments, feedback and compliments via the below methods.

- Email: [capccg.pm-sgmc@nhs.net](mailto:capccg.pm-sgmc@nhs.net)
- Leave feedback on our AskmyGP service after your consultation
  - Leave a review on google
- Visit NHS choices via our website [stgeorges-littleport.co.uk](http://stgeorges-littleport.co.uk)
  - Handwritten card/letter

If you wish to inform someone outside of our practice regarding any comments, feedback and compliments you can contact the Patient Services Team at the Cambridgeshire and Peterborough Clinical Commissioning Group via their website, telephone or email.

Freephone: 08002792535  
Email: [capccg.pet@nhs.mail](mailto:capccg.pet@nhs.mail)

St George's  
Medical Centre

# The Complaints and Compliments Process

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at St. George's Medical Centre.

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

## Who to talk to

Most issues can be resolved at a local level. Please speak to a member of staff if you have a complaint who will be able to direct you as appropriate.

Alternatively, ask to speak to the complaints manager, Julie Coote Ops Manager. If she is unavailable please leave your contact details with staff and she will get back in touch.

A complaint can be made verbally or in writing. You can complain via email to [capccq.pm-sgmc@nhs.net](mailto:capccq.pm-sgmc@nhs.net) or 01353 864100

## 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 Ops Manager will acknowledge all complaints within three 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

St. George's Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

St. George's Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record. It will have no impact upon your care as a patient.

## Third party complaints

St. George's Medical Centre 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 consent form is available from reception and our website.

## Final response

St. George's Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.