

PMP

Policy: Complaint

Intention: To ensure that:

- People can make a complaint about their care and treatment
- Providers will have an effective and accessible system for identifying, receiving, handling and responding to complaints; and
- All complaints will be thoroughly investigated and any necessary action taken where failures are identified.

PMP will:

- Have systems in place to deal with comments and complaints, including providing people who use services with information about that system.
- Support people who use services and their nominated representatives to make comments or complaints.
- Consider fully, respond appropriately and resolve, where possible, any comments and complaints.

PMP will make its complaints policy accessible to patients and relatives.

A copy of the Policy for Handling and Investigating Complaints will be displayed in reception.

Staff will provide help to any patient or relative of any patient who wishes to make a complaint.

A summary of the Complaints Process will be published in the Patients Guide.

A copy of the Policy for Handling and Investigating Complaints will be provided to any patient or patient's relative on request.

PMP has put in place policies and procedures for handling and investigating complaints about all aspects of the service, treatments and care provided to patients.

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All staff (including those with practising privileges) will receive a copy of the complaints procedure and will receive training on complaints and the complaints handling process at PMP

See **Policy for Induction of New Staff**

Timescales for Handling and Investigating Complaints:

- All complaints will receive a written acknowledgment within 3 working days of receipt (unless a full report can be sent within 5 working days.)
- A response will be made within 28 working days of receipt of the complaint (if this is not possible a letter, explaining the reason for the delay will be sent to the complainant and a full response will be made depending on the nature of the process)

Outcome:

Complainants will be notified of the outcome of their complaint and any action taken as a result of the complaint.

Complaints Register:

A register will be kept of complaints containing the following information:

- Date of complaint
- Name of complainant
- Date complaint acknowledged
- Nature of complaint
- Action taken to investigate
- Outcome / action taken
- Date full response to complainant.

Records of Complaints:

- All correspondence relating to a complaint will be kept for 3 years
- A register will be kept of all complaints including appropriate details including outcome.
- A quarterly audit of complaints will be produced detailing the nature and outcomes of complaints and an annual summary of complaints will be sent to the Care Quality Commission.

An annual summary of complaints includes:

- Number
- Nature

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- Resolution
- Actions Taken

The summary will be provided to the Care Quality Commission and upon request a copy may be viewed by any patient or prospective patient.

Policy for Handling and Investigation of Complaints

Policy:

All complaints will be dealt with quickly and effectively between the individuals concerned and any justified grievances will be promptly remedied. It will be made clear to the complainant that they may contact the Care Quality Commission at any time in connection with the complaint.

If the Care Quality Commission wishes to investigate a complaint, PMP will provide adequate facilities for any authorised person to interview, in private, any patient.

Any complaints of unprofessional conduct against a doctor will be referred to the General Medical Council. Complaints about nursing staff will be referred to the Nursing and Midwifery Council. Complaints about Allied Health Professionals will be referred to the Health Professions Council.

A notice will be posted in the waiting rooms giving a clear indication to all Patients that should they wish to register a complaint they should in the first instance address it in writing to:

Hamza Ejaz
PMP
25 Mill Road
Cambridge
CB1 2AB

Procedure for Handling of Complaints:

- All complaints will be fully investigated by the Practice Manager.
- All complaints will receive a written acknowledgment within 3 working days of receipt (unless a full report can be sent within 5 working days.)
- A response will be made within 28 working days of receipt of the complaint (if this is not possible a letter, explaining the reason for the delay will be sent to the complainant and a full response will be made depending on the nature of the process)

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- All staff involved in a complaint will be informed of the outcome and advice on preventing recurrence provided.
- On completion of a complaint a full written report will be made including any recommendations and actions by the Practice Manager.
- Any complaint proceeding to litigation will be notified to the Care Quality Commission.

Complaints should be made in writing to the Practice Manager

The Practice Manager will conduct an investigation and will gather information.

This will lead to a full written report being produced and made available to those concerned.

The investigation will include:

- Speaking to all persons involved
- Reviewing records and other documents
- Producing a written summary of the facts of the complaint
- Producing responses to written complaints
- Completing the appropriate records of the complaint
- Informing all relevant parties as to the outcome of the complaint and any remedial action.

The Care Quality Commission is the regulator for healthcare. The Care Quality Commission has no statutory powers to investigate any complaints that patients or other members of the public make about healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve complaints, concerns, or allegations. However, they will take account of all information that they receive from the public about registered providers, or about unregistered providers that they consider should be registered. They assess whether this 'concerning information' suggests that:

- An offence has been committed as set out in the Health & Social Care Act 2008
- A regulation has been breached as set out in the associated regulations, or
- The provider has contravened a condition of their registration with us, as set out in their registration certificate.

If they suspect that the provider has committed an offence under the Act or a breach under the regulations, they are required to take action to bring about improvement.

Care Quality Commission

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Gallowgate
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NE1 4PA

Tel: **03000 616161**
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

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- **NHS Cambridge and Peterborough ICB – Patient Experience Team**
✉ cpicb.pet@nhs.net | ☎ 0800 279 2535
📍 Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove, Ely, CB7 4EA
- **Healthwatch Cambridgeshire – Contact Us**
✉ enquiries@healthwatchcambspboro.co.uk | ☎ 0330 355 1285
📍 Maple Centre, 6 Oak Drive, Huntingdon, PE29 7HN