# Advocacy support

Cricketfield Surgery Cricketfield Road

Newton Abbot, Devon, TQ12 2AS 01626 208020 cricketfield.admin@nhs.net

* POhWER support centre can be contacted via 0300 456 2370
* Advocacy People gives advocacy sup- port 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

The Complaints Process

Cricketfield Surgery





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at our organisation.

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.

It may also be in your best interest to submit your complaint in writing. This helps ensure we have all the details and can fully understand and address the concerns.

If for any reason you do not want to raise a concern directly with us, 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

A complaint can be made verbally or in writing. A complaints form may be used but is

not essential. It is available upon request.

Additionally, you can complain via email to cricketfield.admin@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.

Our Complaints 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. Please be

aware there is no set time frame for response.

## Investigating complaints

Cricketfield Surgery will investigate all

complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Our organisation 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

Our organisation 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 may be used but is not essential. It is available upon request.

## Final response

Our organisation 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.