



Our intentions are to be able to resolve complaints within the surgery, however, if you feel as if this is not possible then you have a right to approach NHS England.

NHS England

PO Box 16738

Redditch

B97 9PT

0300 311 2233

england.contactus@nhs.net

Your complaint can be referred to The Parliamentary and Health Service Ombudsman.

**The Parliamentary and
Health Service Ombudsman**

Millbank Tower

Millbank, London

SW1P 4QP

0345 015 4033

phso.enquiries@ombudsman.org.uk

The Cambridgeshire CCG Patient Experience Team are also available to talk to.

0800 279 2535

capccg.PET@nhs.net



Riverport Medical Practice

Complaints Leaflet

www.riverportmedicalpractice.co.uk



The Orchard Surgery
Constable Road, St Ives,
Cambridgeshire, PE27 3ER
01480 466611

Parkhall Surgery
2c Parkhall Road,
Somersham,
Cambridgeshire, PE28 3EU
01487 740888

Fenstanton Surgery
7e High street, Fenstanton
Cambridgeshire PE28 9LQ
01480 461873



We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If the problem or complaint cannot be resolved at the time with the member of staff concerned, and you would like to make a complaint, please let us know as soon as possible. This allows us to establish more easily what exactly has happened. It is best to let us know within a matter of days or weeks, however, if this is not possible please let us know within 12 months of the incident occurring.

Please be aware, due to patient confidentiality, if you are making a complaint on behalf of one of our patients, it may be necessary to provide us with the third-party consent form attached. This is to allow us to fully investigate the complaint and provide you with feedback.



All complaints should be addressed to

The Practice Manager

riverport.medicalpractice@nhs.net

You are welcome to leave your contact details with a member of our reception team across any site, and they can request the Practice Manager telephones you regarding the matter.

We aim to acknowledge your complaint within 3 working days, and will endeavour to resolve any complaints, queries or issues in a reasonable time period.

All complaints are taken very seriously.

- We will identify what did happen, and what should have happened
- Ensure you receive a satisfactory outcome and apology where appropriate
- Make sure no complaints result in discrimination of any patients related to the initial complaint
- We will put necessary measures in place to ensure the mistake doesn't happen again.