

# PEMBROKE MEDICAL GROUP



## LET THE PRACTICE KNOW YOUR VIEWS

The Pembroke Medical Group is always looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

## FRIENDS AND FAMILY TEST

We would appreciate it if you could spare a minute to take part in our Friends & Family Test. It is very quick and simple to do and gives us important feedback which we value. A form is available at reception or on our website [www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## IF YOU HAVE A COMPLAINT

From 1 July 2023 patients who wish to make a complaint about primary care services in Devon can contact the local integrated care board (ICB), NHS Devon, for advice and signposting.

This includes GPs, dentists, opticians and community pharmacy services.

In all cases NHS Devon will recommend a complainant raises their concerns or complaint directly with the healthcare provider: this is the organisation where the patient received the NHS service, for example a GP surgery or dental surgery.

NHS Devon will support patients and their representative with any concerns or complaints regarding primary care services in Devon, however, unless directly concerning the commissioning of the service will recommend any complaints are handled with the provider directly.

Telephone: 0300 123 1672

Email: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)

Post: Patient Advice and Complaints Team, Pomona House, Edginswell Business Park, Oak View Close, Torquay TQ2 7FF

Contact information can also be found on the One Devon website: [www.onedevon.org.uk/contact-us/patient-advice-and-complaints](http://www.onedevon.org.uk/contact-us/patient-advice-and-complaints)

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If you still wish to make a complaint, please inform a member of the practice as soon as possible. At times it may not be possible to raise a complaint immediately or you may need some time before you are able to raise your concerns. It is important to highlight that it may not be possible to resolve a concern depending on how much time has lapsed. NHS complaints procedures recommend a complaint is raised within 12 months of the concern taking place or within 12 months of becoming aware a complaint should be raised.

Please complete the attached complaint form and return it to:

Lisa Cooper, Operations Manager  
Pembroke Medical Group, 266-268 Torquay Road, Paignton TQ3 2EZ  
enquiries.pembrokehouse@nhs.net

### **WHAT WE WILL DO**

We will acknowledge your complaint within 5 working days and aim to provide a response within 45 working days of the date you raised it with us. At times more complex concerns or complaints may take longer to resolve however every effort to keep you informed will be made.

Please note that we adhere strictly to medical confidentiality. If you are complaining on behalf of someone else, we must ensure you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **COMPLAINT UNRESOLVED**

If you are not happy with our resolution, we would ask you to in the first instance to make us aware of your dissatisfaction. If we still are unable to come to a resolution to your satisfaction you do hold the right to contact the Parliamentary and Health Service Ombudsman. Their contact details are:

Parliamentary and Health Ombudsman Citygate  
Millbank Tower  
30 Millbank  
Westminster  
London SW1P 4QP  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Telephone: 0345 015 4033