

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the Pembroke Medical Group keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have their permission to do so. A letter signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us you can contact the local integrated care board (ICB), NHS Devon, for advice and signposting.

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

Post: NHS Devon, Aperture House, Pynes Hill, Rydon Lane, Exeter, Devon, EX2 5AZ

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

The Care Quality Commission

If you have a genuine concern about a regulated activity carried on by this Practice or a member of our team then you can contact the Care Quality Commission;
Tel: 03000 616161

Website: <http://www.cqc.org.uk/contact-us>

Independent Health Complaints Advocacy Service

If you need independent support to help raise a complaint, you may use the Independent Health Complaints Advocacy Service – ‘the advocacy people’ they can help you to write letters, formulate questions and support you with meetings if required. This is a free service.

The Advocacy People
PO Box 375
Hastings
East Sussex TN34 9HU

Tel: 0300 440 9000

Email: info@theadvocacypeople.org.uk

Website: www.theadvocacypeople.org.uk/contact/

Parliamentary & Health Service Ombudsman

Once you have received a response to your complaint, if you remain dissatisfied, you are able to take your complaint to the Parliamentary & Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. Their service is free for everyone. You have 12 months to take your complaint to them.

Parliamentary and Health Service Ombudsman Citygate
Millbank Tower, 30 Millbank, Westminster, London SW1p 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

September 2025

Pembroke Medical Group

Patient Experience Leaflet

Partners

Dr A Thornton

Dr H Bishop

Dr B Beddoes

Dr V Cunliffe

Mrs A Brewer

Please Take a Copy

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.

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

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.

In the first instance please discuss your complaint with the member of staff concerned. Where the issue cannot be resolved at this stage, please complete our complaints form found on our website at: www.pembrokehousesurgery.co.uk/feedback. If you are unable to complete our online form, please speak to reception regarding an alternative option. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

Within 12 months of the incident that caused the problem

Within 12 months from when the complaint comes to your notice

The Practice will aim to respond to your complaint in full within 45 working days. If you prefer we can also offer the opportunity of a meeting.

Ascertain the full circumstances of the complaint
Make arrangements for you to discuss the
problem with those concerned, if you would like
this make sure you receive an apology, where this
is appropriate

Identify what the practice can do to make sure the problem does not happen again

Name: _____

Address: _____

Telephone:

Date _____

Details: _____

Signed: _____