

# Castlegate & Derwent Surgery - Comments, Complaints and Suggestions

**Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.**

## **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

A member of management will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

## **Using a complaint form available from our Reception or in writing.**

Please give as much information as you can, then send your complaint as soon as possible to the practice for the attention of:-

Suzanne Hughes-Rudd  
Practice Manager  
Castlegate & Derwent Surgery  
Cockermouth Community Hospital and Health Centre  
Isel Road, Cockermouth  
Cumbria CA13 9HT

## **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

## **When we look into your complaint, we shall aim to:**

- **find out what happened and what went wrong**
- **make it possible for you to discuss the problem with those concerned, if you would like this make sure you receive an apology, where appropriate**
- **identify what we can do to make sure the problem doesn't happen again**

**At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.**

## **Complaining on behalf of someone else**

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

## What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However this does not affect your right to raise your complaint elsewhere or if you are dissatisfied with the way we are dealing with your complaint.

People First Independent Advocacy offers a free scheme to help people who live in Cumbria raise concerns and complaints about an NHS Service – see contact details below:-

- Cumbria People First Cumbria by Tel: 03003 038 037  
email: [bestlife@peoplefirstcumbria.co.uk](mailto:bestlife@peoplefirstcumbria.co.uk)

You may also contact:-

- NHS England Complaints Team – Tel: 011382 47442  
email: [ENGLAND.complaints-cne@nhs.net](mailto:ENGLAND.complaints-cne@nhs.net)
- NHS Choices website

If you remain dissatisfied with the responses to your complaint after local resolution and independent review, then you can complain to the Health Service Ombudsman at:

Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank. London SW1P 4QP  
Tel: 0845 015 4033

Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Department of Health's website also has information on the NHS complaints procedure – [www.dh.gov.uk](http://www.dh.gov.uk)

**We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.**



**Castlegate & Derwent Surgery**

**Cockermouth Community Hospital & Health Centre**

**Isel Road**

**Cockermouth**

**Cumbria CA13 9HT**

**Tel: 01900 705750**

**Fax: 01900 705395**

**[www.castlegateandderwentsurgery.nhs.uk](http://www.castlegateandderwentsurgery.nhs.uk)**

## ***Comments, complaints and suggestions***

Castlegate & Derwent Surgery is an established family centered practice with a commitment to deliver good clinical care.

We strive to offer patients continuity of care, high quality information to enable individual choices and integration of modern innovation with traditional values.