

# 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**

Although we try hard to give good service, inevitably things sometimes go wrong. We hope you will let us know so that your problem can be sorted out. We offer a practice based complaints procedure to deal with any problems you may experience with the service we provide.

- Often this can be done easily and quickly at the time it happens and with the person concerned.
- However, sometimes you may wish to make a more formal complaint and we ask that you speak with a member of the management team who will help to resolve things with you.
- You can make your complaint in writing using our complaints form available from our Reception leaflet display area or via the secure online 'contact us form' on our website.

Please give as much information as you can and send your complaint to us as soon as possible for the attention of:

Castlegate & Derwent Surgery  
Cockermouth 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 your complaint was received. 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 will require written permission from the patient that you can do so on their behalf. This must be signed by the patient concerned, 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.

### **You may also contact:**

**Cumbria People First**- offer a free scheme to help people who live in Cumbria raise concerns and complaints about an NHS Service.

Website: [www.wearepeoplefirst.co.uk](http://www.wearepeoplefirst.co.uk)

Telephone: 03003 038037

Email: [admin@wearepeoplefirst.co.uk](mailto:admin@wearepeoplefirst.co.uk)

### **NHS England Complaints Team**

Website: [www.england.nhs.uk](http://www.england.nhs.uk)

Telephone: 0300 3112233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

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

### **The Parliamentary and Health Service Ombudsman**

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

Telephone: 0345 0154033

**The Department of Health** - has information on the NHS complaints procedure

Website: [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.**



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

Castlegate & Derwent Surgery is an established family centred 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.

**Castlegate & Derwent Surgery  
Cockermouth Community Hospital & Health Centre  
Isel Road  
Cockermouth  
Cumbria CA13 9HT**

**Tel: 01900 705750**

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