

# How to raise a concern

If something is not right, let us know so we can work together to improve



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## If you have a concern....

If you have a concern about yours or someone else's care or treatment firstly please discuss this with the practice or clinic manager. This may be something the team can resolve quickly for you.

If you would prefer to speak to someone independent of the service treating you then please contact the Suffolk GP Federation on **0845 241 3313** or email [sgpfed.feedback@nhs.net](mailto:sgpfed.feedback@nhs.net) Your concerns will then be passed to the Governance team who will contact you to see how they can help.

### **Making a formal complaint**

If we are unable to resolve your concerns you can make a formal complaint.

Formal complaints should be made in writing, either via email or post. Complaints must be made within 12 months of the issue occurring, or within 12 months of you becoming aware that you have cause to complain. To make sure we are able to fully investigate your concerns, please include as much detail as possible when making your formal complaint. If you have specific questions it is helpful to list these.

### **How will my complaint be investigated?**

We have a responsibility to follow the National Health Service Complaints Regulations 2009. Once your complaint is received you will receive contact from us explaining the process and setting out our time-frames.

Should the complaint be about someone you care for or a family member we will ask for consent from that person so that we know we are able to share information with you.

We aim to respond to formal complaints within 28 working days

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however this may be extended if we require more time to investigate your concerns. Should this happen we will keep you updated.

## Help with making a complaint

Should you need help with making a complaint you can contact an independent advocacy service who will support you in putting your concerns into writing. They can be contacted by calling **0300 330 5454** or emailing [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

## Complaint not resolved?

We try our best to fully investigate your concerns and make positive changes as a result of your feedback, however we understand that sometimes you may require further clarification.

If you do not feel that we have been able to reach resolution then you can refer your complaint to the Parliamentary and Health Service Ombudsman (PHSO) who will consider whether it is necessary to undertake an independent review.

You can contact them by calling **0345 015 4033**.

### Contact us

Write to us at:

**Suffolk GP Federation**  
**Riverside Clinic IP3 0AZ**  
**0845 241 3313**

[sgpfed.feedback@nhs.net](mailto:sgpfed.feedback@nhs.net)

Visit us on the Web:

[www.suffolkfed.org.uk](http://www.suffolkfed.org.uk)

### Need further advice?

If you need further support or advice then you can call our team who will be very happy to support you.

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# Our culture drives what we do

## Our culture

- **Not for profit**
- **Focus on improving patient care**
- **Democratic, open and transparent**
- **Collaborative and supportive of other practices, the local clinical commissioning groups and our local hospitals**
- **Work will be allocated by the Federation fairly across all practices**
- **Inclusive of all Suffolk practices regardless of size or type of contract**
- **GP owned and managed**
- **Bring practices together to create mutual benefits**
- **Professional, dynamic and innovative**

If you require this leaflet in an alternative format please contact Clare Carr, Governance Manager, and Suffolk GP Federation CIC.

Tel: **07376 302977**

NHS Email: [clare.carr@nhs.net](mailto:clare.carr@nhs.net)

