



If you would like to be seen by ACES please talk to your GP or Optometrist.

For more information contact us on

01945 466222

Or

ACES

North Cambridgeshire Hospital

The Park

Wisbech

PE13 3AB

Or

www.aces-eyeclinic.co.uk

ACES is regulated by the Care Quality Commission. Our information file, including our statement of purpose, can be found in the patient waiting area. Disabled access is available.

CQC can be contacted on 03000 616161 or enquires@cqc.org.uk

www.cqc.org.uk

Finsbury Tower

103-105 Bunhill Row

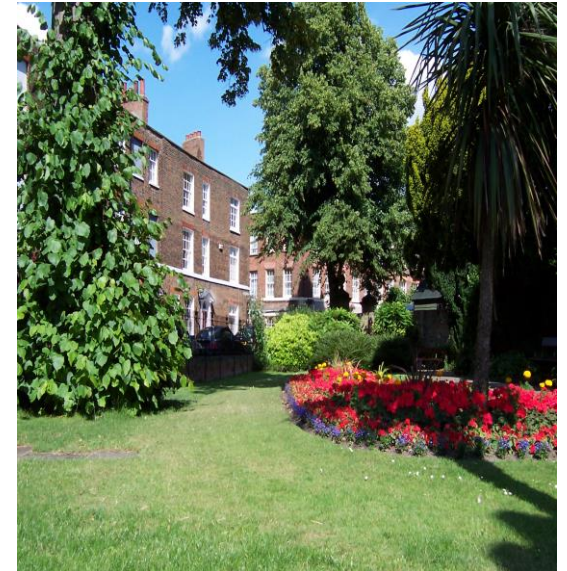
London EC1Y 8TG

If you have any concerns, comments or complaints about the information in this leaflet or about your treatment with ACES, please contact:

01945 466222

and ask to speak to the Registered Manager.

Anglia Community Eye Service Complaints Leaflet



ACES Complaints Procedure

If you have a complaint or concern about the service you have received from any of the staff working for ACES, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

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 can't be sorted 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 the most a few weeks. 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
- or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident

Complaints should be addressed to :
The Administration Manager, ACES,
North Cambs Hospital, The Park,
Wisbech, Cambs, PE13 3AB

Alternatively you may book an appointment to discuss your concerns on 01945 466222.

Or Contact
Care Quality Commission
Finsbury Tower
103-105 Bunhill Row,
London
EC1Y 8TG
03000 616161

What we will do

We will acknowledge your complaint within two working days. We aim to have looked in to your complaint within ten working days of the day when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look in to your complaint we 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 if this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

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 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.

The complaints procedure will be explained to you and your concerns will be dealt with promptly.

Please try to be as specific as you can about your complaint

Complaining to the Health Authority

We hope that, if you have a problem, you will use ACES complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our service. This does not affect your right to approach the local Health Authority, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact the Health Authority Complaints Manager:

Karina Plough
18 Vinery Road
Cambridge
CB1 3DX
Tel: 01223 477753

You may also like to contact the Patient Advice & Liaison Service (PALS):

PALS
Tel: 0800 279 2535

Or

Cambridgeshire & Peterborough CCG
Lockton House
Clarendon Road
Cambridge
CB2 8FH
Tel: 01223 725400