

Welcome to Cardinal Medical Practice

Our aim is to provide the best quality medical services and to encourage patients to take responsibility for their health and illness. Cardinal Medical Practice is a training practice and we are involved in training student doctors and medical students from Cambridge University and University of East Anglia. We also employ general practice GP Trainees.

The Doctors

Dr Eunice Ifionu MB BS MRCP (Partner)

Dr Balaji Donepudi MBBS MRCP DRCOG DFFP LoC SDI MRCP (Partner)

Dr Suchita Ande MBBS MRCP (Partner)

Dr Charlotte Armour MBBS MRCP (Partner)

Dr David M Ward BA MB ChB DCH DRCOG MRCP

Dr Rebecca Lewis MBBS MRCP

Dr Jeanette Waters MBBS MRCP

Dr Christiana Ayandele MBBS MRCP

Our General Manager is Andrew Preston.

Opening Hours

Surgery Access

Mon, Thurs, Fri: 8.00 am - 6.30 pm
Tues & Weds 7.30 am - 6.30 pm
Saturday*: 8.00 am - 1.00 pm

(*pre-booked appointments only on one Saturday in three)

Telephone Access

Mon - Fri 8.00 am - 6.30 pm
Out of hours advice is available by contacting 111

2 Deben Road, Ipswich, IP1 5EN
29 Chesterfield Drive, Ipswich, IP1 6DW
199 Norwich Road, Ipswich, IP1 4BX

T: 01473 741349

www.cardinalmedicalpractice.co.uk

Email: cardinal.medicalpractice@nhs.net

Cardinal Medical Practice



Patient Feedback and Complaints Procedure

We always try to provide an excellent service, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

Disabled Access

At Chesterfield Drive the surgery has parking alongside the building and there are two disabled parking spaces in front of the surgery with easy access for wheelchairs. All consulting rooms are on the ground floor. At Deben Road there is disabled access and off road parking. At Norwich Road, the surgery has parking behind the surgery, as well as access for wheelchairs. There is a lift to the first floor consulting rooms.

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
Or
- Within 12 months of you discovering that you have a problem.

State your case clearly giving as much details as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Complaints should be addressed to:

Mrs Amanda Spalding – Complaints and Compliments Lead
199 Norwich Road, Ipswich, IP1 4BX

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 28 days.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses. Complaints should normally be resolved in 6 months.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn

from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete a final response will be sent to you. Where your complaint involves more than one organisation (e.g. Social Care Services) we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask reception for the Complaints form which contains a suitable authority for the patient to sign to enable the complaint to proceed. Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If you are dissatisfied with the outcome

You have the right to approach The Parliamentary and Health Service Ombudsman. The contact details are:

Millbank Tower
Millbank
London
SW1P 4QP
Email: phso.enquiries@ombudsman.org.uk
Telephone: 0345 015 4033

You also have the right to approach NHS England. The contact details are:

NHS England
PO Box 16738
Redditch
B97 9PT
Email: england.contactus@nhs.net
Telephone: 0300 311 22 33

Alternatively you can contact the Patient Advice and Liaison Service (PALS) who offers advice and support for patients with any community healthcare queries or concerns which include GPs, Dentists, Pharmacists and Opticians. The service works closely with all provider services on behalf of patients to improve patient outcomes and experience.

Telephone: 0800 389 6819
Website: pals@suffolkpct.nhs.uk

Updated Oct 2023