

# 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 University of East Anglia. We also have GP Trainees at the Practice.

## The Doctors

Dr Eunice Ifionu MBBS MRCGP (Partner)

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

Dr Suchita Ande MBBS MRCGP (Partner)

Dr Charlotte Armour MBBS MRCGP (Partner)

Dr Rebecca Lewis MBBS MRCGP

Dr Obehi Okoduwa MD, MRCGP

Dr Onyinye Onuoha MBBS MRCGP

Dr Suzana Thebe MBBS MRCGP

Dr Arivazhagan Velusamy MBBS, MRCS, MRCGP

Dr Zun Htay MBBS, MRCGP

Dr Deepa Chalam MBBS MRCGP

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

## 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.

# 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.

## 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 working 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

T: 01473 741349

[www.cardinalmedicalpractice.co.uk](http://www.cardinalmedicalpractice.co.uk)

Email: [cardinal.medicalpractice@nhs.net](mailto:cardinal.medicalpractice@nhs.net)

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.

If you do not wish to raise your complaint directly with the Practice, you may make your complaint directly to the commissioners of our service, Suffolk & North East Essex Integrated Care Board (ICB). Their contact details are:  
Tel: 0800 389 6819  
Email: [complaints@snee.nhs.uk](mailto:complaints@snee.nhs.uk)  
Please note, you can only raise your complaint with one organisation, you cannot complain to both the Practice and the ICB.

### **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:  
The Parliamentary and Health Service Ombudsman  
Citygate  
Mosley Street  
Manchester  
M2 3HQ  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
<http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form)  
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](mailto: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 / 0800 328 7624  
Website: <https://suffolkandnortheastsex.icb.nhs.uk/have-your-say/patient-advice-and-liaison-service-pals/>  
Email: [pals@snee.nhs.uk](mailto:pals@snee.nhs.uk) / [pals@esneft.nhs.uk](mailto:pals@esneft.nhs.uk)

You may also approach Healthwatch for help or advice or POhWER for NHS Complaints Advocacy.  
The local Health Watch <http://www.healthwatch.co.uk/>  
**or call 03000 68 3000**  
POhWER [www.pohwer.net/suffolk-advocacy-service](http://www.pohwer.net/suffolk-advocacy-service)  
**or call 0300 456 2370**

**Updated May 2025**