

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to the Practice Manager, or any of the Doctors. Alternatively you may ask for an appointment with the Practice Manager to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be very helpful if you are as specific as possible about your complaint.

WHAT WE SHALL DO

We look to settle complaints as soon as possible. We will acknowledge receipt of your complaint within 3 working days, and aim to have looked into the matter within 10 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 then we will let you know, and keep you informed as the investigation progresses. 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 letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

COMPLAINING TO THE HEALTH AUTHORITY

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

NHS England, PO Box 16738, Redditch, B97 9 PT. Telephone: 0300 311 22 33

You may also approach PALS (Patient Advice and Liaison Service) on 0845 602 4384, email: info@lincspals.nhs.uk

POhWER is a statutory NHS Complaints Advocacy Service that can help you to use the NHS complaints process. It is free, confidential and independent, working within the NHS complaints regulations.

Telephone: 0300 4562370, email: pohwer@pohwer.net or by post to: POhWER, PO Box 14043, Birmingham, B6 9BL

You have the right to approach the Ombudsman. The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP Telephone: 0345 0154033, www.ombudsman.org.uk