

We hope that if you have a problem you will use our Practice Complaints procedure. Our aim is to give you the best service possible; in order to do so we will constantly monitor and improve our performance

However, this does not affect your right to approach NHS England or Lancashire commissioning Support Unit. Following the structural changes to the NHS effective from 1 April 2013 the way in which patients / service-users and their families can make a complaint or raise a concern / enquiry regarding NHS services to the relevant Commissioning organisations has changed.

All practices should have in place their own complaints procedure, in line with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Every effort should be made by practices to answer any patient enquiry and resolve any concern or complaint at practice level. If you feel that you cannot approach us directly, or require advice about the NHS complaints procedure you should contact either of the following:

**Lancashire Commissioning Support Unit**

Customer Care Team  
Lancashire Commissioning Support Unit  
Jubilee House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TR  
Tel: 0800 032 2424  
Email: [customer.care@lancashirecsu.nhs.uk](mailto:customer.care@lancashirecsu.nhs.uk)

**NHS England**

P O Box 16738  
REDDITCH  
B97 9PT  
Tel: 0300 311 2233  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

# LYTHAM ROAD SURGERY

## *Complaints Leaflet*

*1<sup>st</sup> Floor, Fatima Health Centre,  
228 Garstang Road, PR2 9QB*

*Tel: 01772 716033*

## **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service you have received from any doctor, or member of staff working at this practice, please let us know

We operate a Practice Complaints Procedure as part of the NHS system which meets the national criteria

If you require an interpreter or have any difficulties with communication, please let us know so that we can organise some help for you

### **HOW TO COMPLAIN**

We hope that most problems can be sorted out easily and quickly at the time they arise, and with the person concerned. However, if this is not possible please ask to speak with either our Reception Team Leader Layla Wearden or our Operations Manager Tracy Mayer. If they are unable to resolve this satisfactorily then they will pass your complaint to the Practice Manager John Norcross. Or if you wish you can put your complaint in writing addressed to the Practice Manager at the surgery.

- Within 12 months of the incident that caused the problem or
- Within 12 months of discovering that you have a problem

Alternatively you may ask for an appointment to discuss your concerns with the Practice Manager who will ensure that your concerns are dealt with promptly. Occasionally several enquiries may need to be made and this may take a while. Therefore it will be a great help if you are as specific as possible about your complaint

### **WHAT WE WILL DO**

Your complaint will be acknowledged within 3 working days. We aim to have looked into your complaint within 25 working days of the date that you brought it to our attention. We shall then be able to offer you an explanation or a meeting with the person involved. When we look into your complaint we shall aim to:

- Find out what happened
- Make it possible for you to discuss the problem with those concerned
- Make sure that you receive an apology where this is appropriate
- Identify what we can do to avoid any similar problem occurring in the future

### **COMPLAINING ON BEHALF OF SOMEBODY ELSE**

Please note that we keep strictly to the laws regarding patient confidentiality

If you are complaining on behalf of somebody else we must have a signed letter of consent from the person involved, unless they are incapable of providing this

### **OBTAINING ASSISTANCE WITH MAKING A COMPLAINT**

If you require any advice or assistance in making a complaint you may contact Advocacy Access on 0845 450 3210 where you will be directed to the Advocacy service for your area