

Marton Medical Practice



Partners

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Whitegate Health Centre
Whitegate Drive
Blackpool
FY3 9ES
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COMPLAINTS PROCEDURE - PATIENT INFORMATION LEAFLET

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Medical Centre please let us know. We operate a practice complaints procedure as part of the 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 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, ideally within a matter of days or at most a few weeks — because 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 a complaint must be made not later than 12 months after:—

- (a) the date on which the matter which is the subject of the complaint occurred; or
- (b) if later, the date on which the matter which is the subject of the complaint came to the notice of the complainant.

This time limit shall not apply if we are satisfied that—

- (a) the complainant had good reasons for not making the complaint within that time limit; and
- (b) notwithstanding the delay, it is still possible to investigate the complaint effectively and fairly.

Complaints should be addressed to the PRACTICE MANAGER, Mrs Marie Chambers. Alternatively, you may ask for an appointment with Mrs Chambers in order to discuss your concerns. She will explain the complaints procedure and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

In the first instance, we recommend that any complaints about primary care services are made to the practice following the above procedures. However, we do recognise that you may not always feel comfortable raising the complaint directly and for this reason you can submit your complaint in writing to: Lancashire and South Cumbria ICB Level 3, Christ Church Precinct, County Hall, Fishergate Hill, Preston, PR1 8XB

Tel: 0800 032 2424 (Mon-Fri 8.00 - 6.00) Email: MIcsu.lscpatientexperience@nhs.net

WHAT WE SHALL DO

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within fourteen working days or if this is not possible then within a period of 6 months

commencing on the day on which the complaint was received. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for discussion with those concerned, if you would like this;
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem doesn't 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.

COMPLAINING TO THE HEALTH SERVICE OMBUDSMAN

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. But this does not affect your right to approach the Health Service Ombudsman if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation.

The Ombudsman is independent of government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so. If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 051 4033, email phso.enquiries@ombudsman.org.uk or fax 0300 051 4000. Further information about the Ombudsman is available at www.ombudsman.org.uk. You can write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman,
Millbank Tower
Millbank
London
SW1P 4QP

If you need any help or advice to make your complaint you can contact:

N-Compass North West Ltd, 3 Errigal House, Avroe Crescent, Blackpool Business Park,
Blackpool, FY4 2DP. Telephone: 01253 362140; Fax: 01253 407473
Email: admin@ncompassnorthwest.co.uk
Website: <http://www.ncompassnorthwest.co.uk/our-services/advocacy-services/>

Blackpool Advocacy/Empowerment, Myriad House, 6A Skyways, Amy Johnson Way, Blackpool,
FY4 2RP. Telephone: 01253 405959; Fax: 01253 348232
Email: admin@blackpooladvocacy.co.uk
Website: <http://www.blackpooladvocacy.co.uk/Empowerment>

You may also like to contact Patient Advice Liaison Service (PALS) Tel 01253 655588 for help.