

Worden Medical Centre

Comments, complaints, and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

Jacqui Grime, Patient Services Manager or Tracy Williams, Practice Manager will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Jacqui Grime, or Tracy Williams

In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Jacqui Grime, Patient Services Manager as soon as possible.

Via email - lscicb-csr.worden@nhs.net for the attention of Jacqui Grime, Patient Services Manager.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we investigate your complaint, we shall aim to:

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

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 must know that you have his or her permission to do so.

A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

You can also make a complaint to Lancashire and South Cumbria Integrated Care Board – by contacting them on 08000 322424 or via email:

mlcsu.lscpatientexperience@nhs.net

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The PHSO is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 0345 015 4033, via their website www.ombudsman.org.uk/make-a-complaint or write to them at:

Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ

You may also wish to contact one of the advocacy services listed or via The PHSO website listed above – ‘Getting advice and support’

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

Telephone: 01772 423555

Email: lscicb-csr.worden@nhs.net

Website: www.wordenmc.net

- [POhWER](#) – a charity that helps people to be involved in decisions being made about their care. POhWER’s support centre can be contacted via 0300 456 2370
- [Advocacy People](#) – gives advocacy support. Call 0330 440 9000 for advice or text 80800 starting message with PEOPLE
- [Age UK](#) – may have advocates in the area. Visit their website or call 0800 055 6112
- [Local councils](#) can offer support in helping the complainant to find an advocacy service.