

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint.

They will contact us on your behalf:

NHS England  
PO BOX 16738 Redditch  
B97 9PT  
03003 112233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**You may also approach PALS for help or advice;**

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Telephone Number: 0800 032 2424  
01772 777952

**If you are Dissatisfied with the Outcome**

You have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service  
Ombudsman  
City Gate  
Mosley Street  
Manchester  
M2 3HQ**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**Leyland PCN**  
**Complaints Procedure**



### **Talk to us**

Every patient has the right to make a complaint about the treatment or care they have received within the Leyland PCN.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

### **Who to talk to**

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to the PCN Manager.

A complaint can be made verbally or in writing. A complaints form is available from any of the PCNs Practices via reception.

Additionally, you can complain via email to [lscicb-csr.leylandpcn@nhs.net](mailto:lscicb-csr.leylandpcn@nhs.net).

### **Time frames for complaints**

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The PCN Manager will respond to all complaints within three business days of receipt. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

### **Investigating complaints**

Leyland PCN will investigate all complaints effectively and in conjunction with extant legislation and guidance.

### **Confidentiality**

Leyland PCN will ensure that all complaints are investigated with the utmost confidentiality and that any documents are

held separately from the patient's healthcare record.

### **Third party complaints**

Leyland PCN allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from any of the PCN practices via reception or on [our website](#).

### **Final response**

Leyland PCN will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.