

<b>Title</b>	Leyland PCN Complaints Policy		
<b>Applicable to</b>	Patients and their representatives		
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## **Introduction**

Leyland PCN takes complaints seriously and ensures that they are investigated in an unbiased, transparent, non-judgemental and timely manner. We will maintain communication with the complainant (or their representative) throughout, ensuring they know the complaint is being taken seriously.

## **Definition of a complaint**

A complaint or concern is an expression of dissatisfaction about an act, omission, or decision of Leyland PCN, either verbal or written, and whether justified or not, which requires a response. There is no difference between a "formal" and an "informal" complaint. Both are expressions of dissatisfaction.

The complaints procedure for Leyland PCN is detailed on the Leyland PCN website and a complaints leaflet is also available from each of the Leyland PCNs practices via reception desk.

## **What we shall do**

We aim to 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
- ensure 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.

## **Responsible persons at Leyland PCN**

The responsible people are the PCN and Practice Managers. They are responsible for ensuring compliance with the complaints regulations and making sure action is taken because of the complaint. They are responsible for managing all complaints procedures and must be readily identifiable to service users.

### Complainant Options

The complainant, or their representative, can complain about any aspect of care or treatment they received within the Leyland PCN to their relevant practice or, if it relates directly to Leyland PCN services:

Organisation	Address	Number	Email
Leyland PCN	PCN Manager Leyland PCN Worden Medical Centre West Paddock Leyland PR25 1HR	N/A	<a href="mailto:lscicb-csr.leylandpcn@nhs.net">lscicb-csr.leylandpcn@nhs.net</a>
NHS England	NHS England, PO Box 16738, Redditch, B97 9PT	03003 112233	<a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>

**Patients can talk to NHS England in British Sign Language (BSL) via a video call to a BSL interpreter**

**Complaint Form:**

<b>Patients Full Name</b>	
<b>Date of Birth</b>	
<b>Address</b>	
<b>Complaint details: (Include dates, times, and names of personnel, if known)</b>	
<b>Signed</b>	
<b>Print Name</b>	
<b>Date</b>	

**Patient Third-Party Consent Form**

<b>Patients Name</b>	
<b>Telephone Number</b>	
<b>Address</b>	
<b>Enquirer / Complainant Name</b>	
<b>Telephone Number</b>	
<b>Address</b>	

**If you are complaining on behalf of a patient, or your complaint or enquiry involves the medical care of a patient, then the consent of the patient will be required.**

[Please obtain the patients signed consent below.](#)

I fully consent to my doctor releasing information to and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only [\(delete as appropriate\)](#)

Where a limited period applies, this authority is valid until ..... [\(insert date\)](#)

Signed: ..... [\(Patient only\)](#)

Date: .....

## **Parliamentary and Health Service Ombudsman (PHSO)**

The Ombudsman's role is to make final decisions on complaints that have not been resolved locally by the NHS in England. The Ombudsman looks at complaints where someone believes there has been injustice or hardship because an organisation has not acted properly or has given a poor service and not put things right. The Ombudsman can recommend that organisations provide explanations, apologies, and financial remedies to service users and that they take action to improve services.

You can contact them on 0345 015 4033,  
via their website [www.ombudsman.org.uk/make-a-complaint](http://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'.