



If you are not satisfied with the outcome

You have the right to approach the **Parliamentary & Health Service Ombudsman**.

The Parliamentary and Health Service Ombudsman
Millbank Tower,
30 Millbank, London SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk You can

also contact the following;

Healthwatch (find your local team here);
www.healthwatch.co.uk

The Advocacy People;
<https://www.theadvocacypeople.org.uk/services/nhs-complaints-advocacy>

Patient Advice and Liaison Service (PALS)
<https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals>



Contact Us

01253 204083



Blackpool.admin2.laytonmedical
@nhs.net



Our Address

Layton Medical Centre
200 Kingscote Drive, Blackpool,
FY3 7EN



Layton Medical Centre

COMPLAINTS PROCEDURE

Also see separate Complaints Form, available at Reception



MAKING A COMPLAINT

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this is often the quickest and easiest way to sort things out.

If you can't resolve the issue, you can make a formal complaint. Please do this as soon as possible, ideally within a few days of the incident.

You should make a complaint within 12 months of the incident or when you first became aware of the matter.

Who Can Complain

As a registered patient, you can complain about your own care. If you want to complain on behalf of someone else, you usually need their written permission. Please see the separate section in this leaflet for what to do in this case.

How to Complain

You can use our formal complaint form, which is available at reception. You can also write your own letter, as long as it includes all the necessary details we need to know to deal with your concerns.

WHAT HAPPENS NEXT

We aim to resolve complaints as quickly as possible. We'll usually acknowledge your complaint within 3 working days and respond within 28 working days. If we can't respond within 28 days, we'll let you know and give you an estimated timescale.

We'll investigate your complaint to understand what happened and learn from it. We may offer you the opportunity to discuss the issue with the people involved.

Once our investigation is complete, we'll send you a written response.

If your complaint involves more than one organisation (e.g., social services), we'll work with them to coordinate a single response. We may need your permission to share information with other organisations.

If you're unhappy with our final response, you can contact the Parliamentary and Health Service Ombudsman.

More information about this is available elsewhere in this leaflet.

COMPLAINT ON BEHALF OF SOMEONE ELSE

We protect patient privacy. To complain about someone else's care, you'll need their written consent.

Adults

We require a signed form from the patient confirming they are unhappy and allow us to discuss their care with you.

Deceased Patients

We may respond to family or someone involved in their care.

Incapable Patients: Explain the situation in your complaint letter.

We can't discuss patient information without consent (unless exceptions apply). Children who can understand their care may need to complain directly. We'll decide who to contact based on the consent form.

Alternatively, Contact **NHS England**; **Phone**:

0300 311 22 33

Email: england.contactus@nhs.net

By Post:

NHS England, PO Box 16738, Redditch, B97 9PT

However, NHS England may prefer that you contact the Practice first, as this can usually resolve the complaint.