

Getting further help with your complaint

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 our practice.

You can get help and advice from the following:

Patient Advice and Liaison Service (PALS)
On 0800 587 2586

Independent Complaints Advisory Service (ICAS)
Help line telephone 0845 120 3735

If you do not wish to raise your complaint directly with the Practice you should contact NHS England, at the address below. When a complaint is made to NHS England they will seek permission from the complainant to share the details of the complaint with the Practice. If permission is not granted, the complainant will be informed that the matter cannot be taken further.

NHS England, P.O. Box 16738, Redditch, B97 9PT
Email: england.contactus@nhs.net

If you are not happy with the response provided by the Practice, you can ask the independent Parliamentary and Health Service Ombudsman to look at your complaint. Please contact:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033

Primrose Bank Medical Centre



Patient Information Leaflet

On

Practice Complaints Procedure

Primrose Bank Medical Centre
Primrose Bank
Blackburn
BB1 5ER

Telephone: 01254 672132
Fax: 01254 699189

Practice Complaints Procedure

If you have any complaint or concern about the service you have received from the doctors or staff working for this surgery you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to NHS England if you so wish. Nor does it affect your right to seek compensation in law.

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 couple 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 six months of the incident that caused the problem
or
- Within six months of discovering that you have a problem
or
- Within twelve months of the incident.

Your complaint should be addressed to Helen Lang, Practice Manager who will ensure that it is investigated thoroughly and as speedily as possible. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We will acknowledge your complaint within 3 working days and will aim to have looked into your complaint within 14 working days from the date of submission. 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 you to discuss the problem 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 does not happen again

A copy of our complaints form is available; you may use it to complain on behalf of someone else, permission in writing from the person concerned must be given. You do not have to use the form if you prefer you can set out your complaint in your own way. Return completed forms as soon as you can to Helen Lang, Practice Manager at the Surgery address.

The Practice Manager will then investigate your complaint. It is possible that, as a first step, the Practice Manager may contact you directly to ensure that she fully understands your complaint. The Practice Manager will then interview appropriate members of the practice staff and may inspect relevant documents.

Complaining on behalf of someone else

Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority, if you are not the patient in question.