



Complaints Policy

Version:	Review Date:	Edited by:	Approved by	Comments
1.0	August 2015	FP	GP Partners	
1.0	August 2016	FP		
1.1	July 2017	JM	GP Partners	Updated CQC contact
1.1	August 2020	FP	GP Partners	
1.2	April 2022	FP	GP Partners	Added digital link/updated contact
1.2	April 2023	FP	GP Partners	Added digital ICB link/contact

Person responsible for policy:

Dr N Choudry – GP Partner

Frances Procter – Practice Manager

Introduction

Although the Practice strives to meet individual patient needs but it also acknowledges that there will always be room for improvement and reflective learning. With this in mind the Practice operates a complaints procedure that adheres to the Department of Health guidelines and meets the NHS requirements.

Complaints Procedure

We aim to try to resolve problems immediately and effectively using the following three principles:

- **LISTENING**
- **RESPONDING**
- **IMPROVING**

In the unfortunate event that you feel that you have a problem that needs to be addressed and cannot be resolved at the time with the person concerned; then please complete one of the complaints forms situated on the reception desk. Alternatively, you can use the electronic form located on the Practice Website using the link below:

[Practice policies and information - Darwen Health Link](#)

The sooner you inform the Practice of the problem, the sooner we can address your complaint and treat it appropriately. Complaints should be made within 12 months of the incident as per NHS guidelines.

Complaints should be addressed to the Practice Manager, Mrs Frances Procter or Office Supervisor, Mrs Karen Dudley. To assist us with our investigations, please provide as much detail as possible on the complaints form.

Listening – We will acknowledge your complaint within three working days and aim to offer you a meeting or telephone consultation with the Practice Manager within 7 working days. This will enable us to find out what went wrong and discuss this problem with the relevant member of staff

Responding – Once we have all the required information concerning the incident, we will inform you of the outcome of the investigation and offer you an apology, where this is appropriate.

Improving – Complaints are one of the tools that provide the Practice with a vital insight into how the services that we offer are received by our patient's and where we can make improvements if necessary.

Complaints on behalf of another person

The practice is bound by medical confidentiality and therefore cannot divulge information regarding another patient's medical history. It is best if the person involved contacts the Practice direct but if this is not possible then written consent from the person involved will need to be provided to grant you permission to discuss the complaint on their behalf.

The Practice will ensure that your confidentiality is respected and that you will be treated in a professional manner. You do not need to worry that your future care will be affected due to you making a complaint as all complaints are treated seriously. However, if you feel that your needs have not been met and you wish to discuss this further then you can contact (Via letter, telephone or by email):

To make a complaint to NHS Lancashire and South Cumbria Integrated Care Board (ICB) the details are:

By post to: Patient Experience Team, Jubilee House, Lancashire Business Park, Leyland, PR26 6TR

E-mail: mlcsu.lscpatientexperience@nhs.net

Telephone: 0800 032 2424

More information can be found at:

<https://www.lancashireandsouthcumbria.icb.nhs.uk/contact-us/customer-care-team>

To make a complaint to NHS England the details are:

By post to: NHS England, PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint, please state: '**For the attention of the complaints team**' in the subject line.

Telephone: 0300 311 22 33

Website: www.england.nhs.net

CQC National Customer Service Centre

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
enquiries@cqc.org.uk

Complaints regarding commissioning decisions should be directed to:

Customer Care Team
Lancashire Commissioning Support Unit
Lancashire Business Park
Jubilee House
Centurion Way
Leyland, PR26 6TR
Tel: 0800 032 2424
Email: customer.care@lancashirecsu.nhs.uk

Please see attached information sheet for your convenience on Healthcare Commissioning.

Health Service Ombudsman contact details

Helpline: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW19 4QP