

PATIENT COMPLAINTS INFORMATION

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is firmly written into the NHS Constitution.

If you are unhappy with the service we provide, it's often worthwhile discussing your concerns with us directly, as we may be able to sort the issue at the time. Most problems can be dealt with at this stage.

Who do I make my complaint to?

You can either complain to us directly or to the commissioner of the service.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact NHS Lincolnshire Integrated Care Board (ICB) instead of NHS England.

You can do this by:

Telephone: 01522 309299

E-mail: LICB.feedbacklincolnshireicb@nhs.net

Writing to the ICB at: NHS Lincolnshire Integrated Care Board, Complaints and Customer Care Team, Bridge House, The Point, Lions Way, Sleaford NG34 8GG.

Making a complaint to us directly

Period within which complaints can be made

The period for making a complaint is normally:

- (a) 12 months from the date on which the event which is the subject of the complaint occurred; or
- (b) 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

Complaints should normally be resolved within 6 months. The Practice standard will be 40 days for an initial response.

Written Complaints

You may wish to make a written complaint if we have been unable to deal with your complaint verbally at the time the issues arose or you may prefer to put your concerns in writing.

You can also complete a complaints form and hand it to Reception.

The Practice may receive a complaint made by, or (with his/her consent) on behalf of a patient, or former patient, who is receiving or has received treatment at the Practice, or:

(a) where the patient is a child:

- by either parent, or in the absence of both parents, the guardian or other adult who has care of the child;
- by a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989;
- by a person duly authorised by a voluntary organisation by which the child is being accommodated

(b) where the patient is incapable of making a complaint, by a relative or other adult who has an interest in his/her welfare.

If you are making a complaint on behalf of someone else, please include their written consent with your letter. Consent is not required if you are making a complaint in the name of:

- a deceased person
- someone who lacks the capacity to make their own decisions
- a non-Gillick competent child

However, you may be asked for additional evidence to support that you are an appropriate person to make a complaint.

Please be as specific as you can in your complaint and include dates and times if possible, to ensure that we are able to investigate your concerns fully.

On receipt of a written complaint we aim to send you an acknowledgement within **3 working days**.

We aim to provide you with a final response **within 40 working days** following an investigation of the issues.

If it is not possible to conclude any investigations within the 40 day period then you will be updated with progress and possible time scales.

If outside sources need to be contacted during our investigations, you will be asked for your consent to do this if required.

If you are not satisfied with our final response to your complaint, you are able to ask the Parliamentary and Health Service Ombudsman to review the complaint. They can be contacted on 0345 015 4033 or via their website www.ombudsman.org.uk

Confidentiality

All complaints will be managed following current GDPR guidelines.

RESOURCES:

NHS

How to make a complaint about an NHS service;

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

NHS England

How to Complain;

<https://www.england.nhs.uk/contact-us/complaint/>

PALS (Patient Advice and Liaison Service)

<https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals>