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Patient Information Leaflet on the Practice Complaints Procedure

Telephone: 01254 964820

Email: Frances.procter@nhs.net

Frances Procter
Practice Manager

1st BA Hons Degree in Health and Social Care,
Diploma in Primary Care and Health Management

Surgery Address

Darwen Healthlink,
Darwen Health Centre, James Street West
Darwen, Lancashire, BB3 1PY

Privacy Notice

How we use your personal information.
The notice explains why the GP Practice
collects information about you and how it can
be used.

This information is available on our website
and is displayed in the surgery

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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.

If you do not wish to raise a concern
directly with the practice or have a
complaint regarding commissioning
decisions, you can contact the NHS
Lancashire and South Cumbria Integrated
Care Board (ICB) below:

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Write to:
NHS Lancashire & South Cumbria ICB
Patient Experience Team
Jubilee House
Lancashire Business Park
Jubilee House
Leyland,
PR26 6TR

Freephone: 0800 032 2424

Email: mlcsu.lscpatientexperience@nhs.net

You can find more information at:

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



**Darwen
Healthlink**
An essential link in your healthcare



Practice Complaints Leaflet



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.

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

Your complaint should be addressed to:

Mrs Frances Procter Practice Manager who will ensure that it is investigated alongside our clinical lead Dr N Choudry as thoroughly and 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 three working days in date of receipt and provide you with a response within 28 days.



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. Highlight the complaint to see if the practice can learn anything significant from it.

How to Complain

A copy of our complaints form is available; you may use it to complain on behalf of someone else. You do not have to use the form if you prefer you can set out your complaint in your own way, for example writing a letter. If you need help contact:

Mrs Frances Procter,
Practice Manager.

Complete the complaint form or write a letter as soon as you can and return it to: **Mrs Frances Procter Practice Manager**, Darwen Health Centre. Someone within the surgery will then investigate your complaint. It is likely that, as a first step, the investigator will contact you directly to ensure that he/she fully understands your complaint. The investigator 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.

If the complainant remains dissatisfied

With the response from the practice or NHS England and feel's there is nothing further to be obtained by going back to the practice or NHS England then you can contact the Parliamentary and Health Service Ombudsman to request a review.

Health Service Ombudsman contact details:

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

CQC National Customer Service Centre
Citygate, Gallowgate
Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161

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COMPLAINTS FORM

Dr P Muzaffar, Dr S Jesthi,
Dr N Choudry & Dr A Patel

Please return this form to:

Mrs Frances Procter,
Practice Manager,
Darwen Health Link.

Complainant's Details

Name

Address

Contact Telephone number *(please include mobile telephone numbers)*

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Date of Birth/...../..... Signature

Usual GP

Patient Representative *(please complete if complaining on behalf of someone else)*

Name

Address.....

Contact Telephone number *(please include mobile telephone numbers)*

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Details of Complaint (please try to provide as much information as possible – for example date/ time, member of staff involved (if appropriate), reason for complaint. (If more room is needed, please attach paper to this form)

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