

Complaining To Other Authorities

As of 1st July 2023 you can email a directly to the Integrated Care Board (ICB).

Although a practice first approach is preferred, you may wish to contact the ICB directly as they are the commissioning authority responsible for the practice. You can ring contact the ICB on 0800 032 2424 or you can email them at: MIcsu.Iscpatientexperience@nhs.net.

Patient Advice and Liaison Service (PALS)

PALS operates from Blackpool Victoria Hospital. They can provide confidential, on-the-spot advice and support, helping people to sort out any concerns they have about the care they (or people in their care) are being provided with. PALS will listen to your concerns, suggestions or queries, and help sort out problems quickly on your behalf. They will guide people through the different services available from the NHS. They act independently and will liaise with relevant organisations and can be contacted on Blackpool Tel (01253) 955588 or bfwh.patientrelations@nhs.net

Ombudsman

If you remain dissatisfied with the responses to your complaint, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of the Government and NHS, and the service is confidential and free. If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact the telephone helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk You can write to the Ombudsman at The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

Help us get it right.

Feedback & Suggestions Form

Name:

Address:

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Tel:

Date of Complaint / Comment:

Details:

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South King Street
Medical Centre

**Complaints,
Feedback
and
Suggestions
Leaflet**

**LET THE PRACTICE
KNOW YOUR VIEWS**

Let the Practice know your views

South King Street Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, The practice needs to know what you think about the services you receive. Tell us what we do best, or where we don't meet your expectations, share any ideas or suggestions you may have; only by listening to you the practice can continue to build and improve upon the service it offers.

Our aim is always to deliver high quality patient care, but we appreciate there are times when a patient is not happy with the service they have received. In order to maintain high standards of care, we need feedback about such incidents so we can avoid any recurrence in the future. We would rather you tell us if you are not happy with the service that way we can identify why things happened the way they did and perhaps make changes as a result.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

Tell us about our service by completing the feedback and suggestions form in this leaflet

Practice Complaints Procedure

If you have any complaints or concerns about the service that you have received from the Doctors or staff working for this practice please let us know.

The practice operates a complaints procedure as part of the NHS System for dealing with complaints. Our complaints procedure meets national criteria.

Please Note: If you make a complaint it is practice policy to ensure you are not discriminated against or subjected to any negative effect on your care, treatment or support.

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 matter 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 as soon as possible, within 12 months of the incident or within 12 months of identifying an incident giving cause for complaint.

Complaints may be made verbally to the Reception Manager, Clinical Support Manager or the Practice Support Manager. Complaints that are not sorted to your satisfaction should be followed up in writing addressed to the Practice Manager's.

Next Steps

We shall acknowledge your complaint within three working days of receipt. The Practice manager will communicate with you and together we will agree a time scale for the complaint to be answered. This will be as soon as possible depending on how swiftly the investigation of your complaint can be carried out.

When we look into your complaint, we shall aim to :

- Find out what happened and what went wrong
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem does not happen again.

Consent from a third party to lodge a complaint on their behalf

If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. We shall be unable to respond to you unless you have provided us with the informed consent of the patient, to disclose confidential information relating to the complaint.

