

If you are dissatisfied with the Outcome

If you feel that you cannot raise your complaint with us or that you are dissatisfied with our response to your complaint you can contact in the first instance:

Lancashire and South Cumbria Integrated Care Board Patient experience team:

Email:

lscicb-fw.patientexperience@nhs.net

Telephone:

0300 373 3550

However, if you are still dissatisfied you can report it to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman may investigate complaints on your behalf, but only if your complaint has already been investigated locally. There is no charge for this service, and the ombudsman is completely independent of the NHS.

The Parliamentary and Health Service

Ombudsman:

Millbank Tower

Millbank

London

SW1P 4QP

Telephone: 0345 015 4033

(open 8.30am to 5.30pm, Monday to Friday)

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

ZERO TOLERANCE POLICY

Our staff come to work to care for others and not to become victims of violence or threatening behaviour, physical, verbal, racial abuse, or discrimination.

If you are violent or abusive in any way towards our staff, we have the right to refuse to treat you.

Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police and may face prosecution.

It is unacceptable for patients to refuse treatment, care, or services from a particular member of staff if the refusal is based on racially discriminating grounds.

Please refer to the NHS constitution for your rights as a patient
[NHS Constitution for England - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Complaints Procedure

**Longton Health Centre
Liverpool Road
Longton
PR4 5HA**

01772 503180

www.longtonhealthcentre.co.uk

Complaints Lead

Sharon Byrne

GP Clinical Complaints Lead

Dr C Farndell

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you cannot resolve your complaint in this way and wish to make a formal complaint you should do so as soon as possible after the event, as this helps us to establish what happened more easily.

In any event, this should be:

Within 12 months of the incident or within 12 months of you discovering the incident giving as much detail as you can.

If you are a registered patient, you can complain about your own care.

You are unable to complain about someone else's treatment without their written authority.

We can provide you with a separate complaints form to register your complaint, and this includes a third-party authority form to enable a complaint to be made by someone else.

What we do next

We look to investigate complaints as soon as possible. We will acknowledge receipt within 3 working days and aim to have investigated the matter within 10 working days.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined, and a final response sent to you.

Where your complaint involves more than one organisation (e.g., social services) we will liaise with that organisation so that you receive one coordinated reply.

We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality.

If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please request a Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint.