
Captain French Surgery

Complaints Procedure for Patients

If you have a complaint or a concern about the service you have received from the Doctors or Staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

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 the most a few weeks. If it is not possible to do that then please let us have details of your complaint either within twelve months of the incident that caused the problem, or within twelve months of discovering that you have a problem provided this is within twelve months of the incident.

Please write with the specific details of your complaint and address your letter to Linda Farish, Practice Manager. It will be a great help if you are as specific as possible about your complaint.

What We Shall Do:

We shall acknowledge your complaint in writing, and aim to have looked into your complaint within two weeks of the date when you raised it with us. 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
- Log the complaint and record action onto clarity software or successor
- Make it possible for you to discuss this 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 problems do not happen again.

Complaining on Behalf of Someone Else:

Please note, we adhere to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission or the right to do so. A letter of consent signed by the person concerned will be needed, unless they are unable due to capability reasons.

Complaining to the Integrated Commissioning Board (ICB)

We hope that if you have a problem you will use our Practice complaints procedure, as we believe this will give us the best chance of putting right whatever has gone wrong, and an opportunity to improve our practice. This does not affect your right to approach the local CCG if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. You should contact NHS online at mlcsu.lscpatientexperience@nhs.net

Patient Advice and Liaison Service (PALS)

For advice and information or suggestions and concerns about health service provision in the University Hospitals Morecambe Bay Hospitals NHS Foundation Trust you should contact the Patient Advice and Liaison Service on 01539 795497.

Care Quality Commission (CQC)

You can also raise your concerns by contacting the CQC on 03000 616161 or via the CQC website <http://www.cqc.org.uk/>

Independent Advice

If you would like independent advice to make a complaint about any NHS service, please speak to your local independent complaints and advocacy service through:

- Citizen's Advice Bureau on 03444 111 444
- Independent Complaints Advocacy Service on 0300 330 5454 or Textphone 07860022939

Parliamentary and Health Service Ombudsman (PHSO)

You have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed. The address is PHSO, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033 or email phso.enquires@ombudsman.org.uk