

# COMPLAINTS PROCEDURE

The New Springwells Practice operates a Practice Complaints Procedure as part of the local resolution process of the NHS Complaints Procedure. If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know.

## WHAT TO DO IF YOU HAVE A COMPLAINT

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that sometimes things can happen resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and amicably as possible.

You can make a complaint directly to us or to the Lincolnshire Integrated Care Board (ICB)

## TO MAKE A COMPLAINT TO US

**IN PERSON / OVER THE TELEPHONE** As a practice that takes a complaint very seriously, we would much prefer to have a conversation with you to obtain all the information at the time of the issue. So, if you have a complaint, please do not hesitate to speak to myself Jane Parry (Practice Manager) or Jayne Farrell (Deputy Practice Manager)

**IN WRITING** – Please give as much information as you can and address correspondence to Mrs Jane Parry, Practice Manager.

## WHAT WE WILL DO

Our complaints procedure is designed to ensure that we resolve any complaints as quickly as possible.

We will acknowledge your complaint within three working days either orally or in writing and aim to investigate and deal with your complaint within ten working days from the date you raised the issue with us. We will then be in a position to take the complaint procedure forward.

When we investigate your complaint, we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned.
- Make sure you receive an apology, if appropriate.
- Identify what we can do to make sure the problem does not happen again.

At the end of our investigation your complaint will be discussed with you either in person or in writing.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this.

## **IF YOU WOULD LIKE TO COMPLAIN TO THE ICB**

If a Primary Care Provider complaint is received by the ICB, they will determine if it is appropriate for the ICB to handle the complaint. If the ICB agrees to handle the complaint, it will be passed over to East Midlands Primary Care Complaints Hub Team. The Primary Care Complaints Hub Team is hosted by Nottingham and Nottinghamshire ICB and will handle the complaint on behalf of the Lincolnshire ICB and contact your GP Surgery to request a formal response. The Hub will also arrange for an independent clinical review, where this is indicated.

If the ICB does not agree to handle the complaint, for example complaints about staff attitude, access to appointments, refusal to complete forms, consent will be obtained to send the complaint over to your GP Surgery to be addressed locally.

You can contact the ICB in the following ways:

Telephone: 01522 309299

E-mail: [LICB.feedbacklincolnshireicb@nhs.net](mailto:LICB.feedbacklincolnshireicb@nhs.net)

Or in writing to:

NHS Lincolnshire Integrated Care Board, Complaints and Customer Care Team, Bridge House, The Point, Lions Way, Sleaford NG34 8GG.

## **DISSATISFACTION**

If you are not happy with the outcome of your complaint it does not affect your right to pursue your complaint through the Complaints Team at NHS Lincolnshire or to seek assistance from the Independent Complaints Advocacy Service (ICAS) or the Patient Advice & Liaison Service (PALS) who can play a part in helping you make a complaint. The contact addresses and telephone numbers for these are as follows:

## **PATIENT ADVICE AND LIAISON SERVICE (PALS)**

PALS is a confidential service that helps patients, their families, and carers to find answers to questions or concern regarding the care or treatment received from NHS organisations.

Telephone: 0300 123 9553 – lines are open 10:00 – 16:00

(Monday to Friday excluding bank holidays)

## **PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN**

If you have had a final response from either the practice or your local ICB, and you feel like your issue still hasn't been resolved, you can ask the Parliamentary and Health Service Ombudsman to look into your complaint.

Telephone: 0345 015 4033

We sincerely hope that you won't ever need to use this Complaints Procedure. However, the service is in place should you need it. We also hope that its existence will be viewed positively and a further endorsement of our aim to provide you with a caring and efficient service.