

# Long Lane Surgery

## Complaints & Feedback Leaflet

### COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Long Lane Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### LET THE PRACTICE KNOW YOUR VIEWS

Long Lane Surgery 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, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**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

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice manager or Office Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, in writing. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem

**OR**

- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

If you wish to escalate your complaint to other agencies the contact details are:

**Customer services**  
**St John's House**  
**30 East Street**  
**Leicester LE1 6NB**

Telephone: **0116 295 7011**

Fax: **0116 295 1457**

Email: [customerservices@leicestercity.nhs.uk](mailto:customerservices@leicestercity.nhs.uk)

Please be aware that the NHS Complaints Regulations do not permit you to complain to both the service who provided the care and Primary Care Trust. You must complain to one organisation and should you remain dissatisfied, you have the right to approach the Health Services Ombudsman.

Every complaint is taken seriously and treated confidentially. Making a complaint will not affect your future care or treatment.

## **How your complaint will be handled**

### **Stage 1 - Acknowledgement**

When your complaint is received, our customer services team will contact you either by phone or send a letter of acknowledgement within three working days of receiving your complaint. Ideally, we like to speak to you about your complaint over the phone if possible, to agree the key dates in dealing with your complaint. We will always inform you if these dates need to change and the reasons why.

### **Stage 2 - Investigation**

We will always ask for your consent to speak to other staff or organisations in order to investigate your complaint. We will not proceed until we have it. We will approach the organisation which you are complaining about and ask them to investigate your concerns. We will ask that the outcome to this investigation is sent to us for review.

### **Stage 3 - Response**

As soon as responses are received from staff, they are checked to ensure that they are clear and answer all your questions. Once we are satisfied that our response comprehensively addresses all the aspects of your complaint you will receive a reply from the director of quality, on behalf of the chief executive.

We will endeavour to always keep you updated on the progress of your complaint, however, you may telephone or write to us to find out how your complaint is progressing.

### **Stage 4 - Outstanding concerns**

When you receive the response, we hope that we will answer all your concerns satisfactorily. If not, please let us know what your unresolved concerns are, and we will continue our enquiries. It is sometimes helpful to have a meeting to discuss your concerns and you may wish to discuss this option with the Customer Service Officer.

We will make every effort to ensure that all your concerns are resolved, but if you are not completely satisfied you can now ask the Health or Local Government Ombudsman to independently review your case.

## **How to contact the Health Service Ombudsman**

If your complaint is about a service provided by the NHS, you should contact the Health Service Ombudsman by:

- visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- calling the complaints helpline **0345 015 4033** (Mon-Fri 8:30am - 5:30pm)
- or write to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Customer services opening hours are: Monday to Friday 9am to 5pm.

NB: All contact is kept confidential, we will never pass on your contact details to any third party without your consent