

## **Complaining On Someone Else's Behalf**

Please note that Field House Medical Group is bound by law to keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we need to be sure that you have their permission and therefore we will require the patient's written consent or legal equivalent.

## **PALS — Patient Advice and Liaison Service**

Email: [NELCCG.AskUs@nhs.net](mailto:NELCCG.AskUs@nhs.net)

Write to:

**North East Lincolnshire Clinical Commissioning Group**

Athena

Saxon Court, Gilbey Road

Grimsby

North East Lincolnshire

DN31 2UJ

By Phone

0300 3000 500

## **What if you are not Happy with the Outcome**

If you are not happy with the explanation provided or the outcome of the investigation, and you have exhausted all other options, you can refer your complaint to:

The Parliamentary and Health Ombudsman

Millbank Tower,

Millbank,

London,

SW1P 4QP

Complaints Helpline: 0345 015 4033

Line opens between 8.30 and 5.30

Monday to Friday.

Fax Number: 0300 061 4000

E-mail:

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

# **Field House Medical Group**

---

## *Complaints Leaflet*

*Last Updated 10/04/2018*

## Practice Procedure

If you have a complaint or concern about the service you have received from the Field House Medical Group Team please let us know.

From April 2013, patients can choose who will handle their complaint – Field House Medical Group or NHS England

## 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 this is not possible and you wish to make a complaint, please inform us as soon as you can but certainly:

- within 6 months of the incident about which you are complaining.
- within 6 months of discovering the problem, provided this is within 12 months of the actual incident.

## To Whom Should I Complain?

That will depend on who you wish to investigate your concerns.

## If you wish Field House Medical Group to investigate:

Please address your complaint to *Mrs Dianne Brown, HR and Patient Liaison Manager*

Write to: Field House Medical Group  
Freshney Green Primary Care Centre  
Sorrel Road  
Grimsby — DN34 4GB  
Email: nel.b81031@nhs.net  
Call: 01472 254600

If you wish, the reception team can provide you with a complaint form to be filled in.

Alternatively, you may ask for an appointment with Mrs Brown in order to discuss your complaint. She will explain the complaints procedure and will ensure that your concerns are dealt with promptly.

To assist with our investigations we would ask you to be as specific as possible about your complaint.

## What We Will Do

Acknowledge your complaint by the means of a letter. Try to offer you an explanation of your complaint or a meeting with those involved as soon as possible.

We aim to:

- Make sure your concerns are dealt fairly and speedily;
- Establish what happened and what went wrong;
- Make it possible for you to discuss your concerns with those involved;
- Where appropriate, ensure you receive a formal apology;
- Take remedial action where appropriate to prevent any repeat of what caused the complaint
- Use your complaint to improve our services to Patients

## If you wish NHS England to Investigate:

You may complain by:

Emailing: england.yhcomplaints@nhs.net  
Calling: 0300 3112233  
(Monday to Friday, 8 am to 6pm  
excluding Bank Holidays)  
Writing to: NHS England  
PO Box 16738  
Redditch—B97 9PT