

Making a complaint

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

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, 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 that you have a problem.

Please state your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care, but you are unable to complain about someone else's treatment without their written authority. Please see the separate section in this leaflet.

We are able to 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. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

You may wish to contact Advocacy Access on 0345 456 3210 who will put you in touch with the advocacy service for your area.

The advocacy service is independent of the NHS and is available to offer you support with your complaint through the complaints process.



COMPLAINTS PROCEDURE

**DARWEN HEALTHCARE
DARWEN HEALTHCENTRE
JAMES STREET WEST
DARWEN
BB3 1PY**

TELEPHONE: 01254 226691

**Please address any complaints to:
Ann Neville,
Practice Manager
01254 226711**

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days and provide you with a response. 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 significant 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. Make sure you receive an apology, where this is appropriate and identify what we can do to make sure the problem does not happen again.

When the investigations are complete your complaint will be determined and a final response communicated to you. The response will include details of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Where your complaint involves more than one organisation e.g. social services we will liaise with that organisation so that you receive one Co-ordinated 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.

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 ask at reception for the 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. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient or may be able to deal direct the third party, and this depends on the wording of the authority provided.

Should you prefer to forward your complaint directly to NHS England you may do so at the following address:

NHS England
Customer Contact Centre
PO Box 16738
Redditch
B97 9BT
Tel: 0300 311 2238

Complaints regarding commissioning decisions should be directed to:

Customer Care Team
Lancashire Commissioning Support Unit
Lancashire Business Park
Jubilee House
Centurion Way
Leyland, PR26 6TR
Tel: 0800 032 2424 or 01772 777 952

Email: customer.care@lancashirecsu.nhs.uk

If you are unhappy with the outcome of our investigation you may refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government.

Their contact details are as follows:
The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP, Tel 0345 015 4033