

## What if I am not happy with the reply?

Please contact the Practice Manager if you are not satisfied with our response. We want to do everything we can to resolve your concerns. For example we can make further enquiries or if you wish we will arrange a meeting between yourself and the relevant staff.

## Further help and information

You may also approach Advocacy Focus. This service is designed to support anyone who feels they cannot initiate and complete a formal complaint alone. They can be contacted by:

- E mail to [admin@advocacyfocus.org.uk](mailto:admin@advocacyfocus.org.uk)
- Telephone on 0300 323 0965

## And if I am still not satisfied?

You can ask the Parliamentary and Health Service Ombudsman to review your complaint.

If you wish your case to be considered you should contact them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

# Complaints Leaflet

## Information for Patients

Waterfoot Medical Practice  
Cowpe Road  
Waterfoot  
Rossendale  
BB47DN

Phone 01706 335360

[waterfoot.medicalpractice@nhs.net](mailto:waterfoot.medicalpractice@nhs.net)



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Dr J Cowdery  
Dr K Hinchliffe

Dr Y Sheikh  
Dr P Narayan

Mrs G Barnard

[www.waterfootmedicalpractice.co.uk](http://www.waterfootmedicalpractice.co.uk)

Thank you for telling us about your complaint. Our aim is to resolve your concerns and, where possible, learn from your experience. We value the information you have given us as this helps us to improve our services. Please be assured that your care will not be affected because you are voicing your concerns.

### **How do I make a complaint?**

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

Where you are not able to resolve your complaint in this way and you wish to make a formal complaint, you can complain by contacting the Practice Manager. This can be in writing, via the website, by email or by telephone. Alternatively, you can contact NHS Lancashire and South Cumbria ICB, further information on this route can be found here

<https://www.lancashireandsouthcumbria.icb.nhs.uk/contact-us/customer-care-team>

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention.

When making a complaint, 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. You are unable to complain about someone else's treatment without their

written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form, if required, to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask our reception team for this. You can provide this in your own format providing it covers all the necessary aspects.

### **How will my complaint be handled?**

We look to resolve complaints as soon as possible. We shall acknowledge receipt of your complaint within three working days.

As we investigate your complaint we will seek all the information we need. We will talk with the staff involved, firstly to work out what happened and then if something has gone wrong what to do as a result.

We will only speak about your complaint with those people involved. Any information about you will stay confidential. Our policy is that complaints correspondence is filed separately from medical case records.

We will advise you of the likely timescale for responding to your complaint and agree this with you. If the matter takes longer than planned to investigate, we keep you informed as the investigation progresses.

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

coordinated 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.

The final reply will offer a full, open and honest response to your complaint. Where appropriate we will also tell you what we will do to try to make sure it does not happen again.

### **Complaining on behalf of someone else**

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 wishing to complain and are happy for someone else to deal with the complaint on their behalf.

Please ask at reception for the Complaints Form 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.