

What if my complaint is about a different health provider?

You can either complain to the NHS service provider directly, such as a GP, a dentist surgery, or a hospital

OR

To the commissioner of the services, which is the body that pays for the NHS services you use

You cannot apply to both.

How do I find the commissioner?

Contact NHS England for complaints about primary care services (GPs, dentists, opticians or pharmacists).

To contact NHS England:
email england.contactus@nhs.net with "For the attention of the complaints team" in the subject line
or phone 0300 311 22 33

Or use the [British Sign Language service](#)

"Patients should never feel reluctant to tell us when they aren't happy. Patient feedback is one of the main ways we find out what we need to improve. When we have done something wrong we need to know, so we can stop the same thing from happening to someone else".



Fiona
Greenbank
Practice
Complaints
Manager

St Mary's Health Centre
Cop Lane
Penwortham
Preston
PR1 0SR



UCLAN Medical Centre
Foster Building
UCLAN
Preston
PR2 9HE

Phone: 01772 214791

E-mail: fiona.greenbank@nhs.net



How can I
make a
COMPLAINT
about the
practice?

Our Complaints Manager is

Fiona Greenbank

Assistant Practice Manager

Tel: 01772 214791

Email:
fiona.greenbank@nhs.net

How do I complain?

You can complain in writing to the address of the branch you are registered at (see the back of this form)

You can also complain by email or by speaking to someone.

We have complaints forms in our waiting area which you may use if you prefer.

Fiona Greenbank is our

Complaints Manager

Tel: 01772 214791

Email:

Fiona.greenbank@nhs.net

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

This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

What can I expect if I complain?

You should:

- have your complaint acknowledged and properly looked into
- be kept informed of progress and told the outcome
- be treated fairly, politely and with respect
- be reassured that your care and treatment will not be affected as a result of making a complaint
- be offered the opportunity to discuss the complaint with Fiona, our complaints manager
- expect appropriate action to be taken following your complaint

Can someone else complain on my behalf?

Anyone can complain, including young people. A family member, carer, friend or your local MP can complain on your behalf with your permission.

Can I get help to make my complaint?

Yes! A member of our team will happily help you, or you can contact an Independent advocacy service.

For more information on this please go to

www.advocacyinlancashire.org.uk

Telephone: 033 000 222 00

Email

admin@advocacyinlancashire.co.uk

What if I am not happy with the response I receive?

We will work hard to thoroughly investigate your complaint and address your concerns. If however, you aren't satisfied following our final response you have the right to contact the Health Service Ombudsman.

You can do this by visiting www.ombudsman.org.uk/make-a-complaint (to complain online or download a paper form).

Alternatively you may call the PHSO Customer Helpline on 0345 015 4033