

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.

Please note, you can not 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.

Telephone : 0300 311 22 33

Or you can 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."

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



UCLAN Medical Centre
Foster Building
UCLAN
Preston
PR2 9HE

Telephone: 01772 970079

E-mail : fiona.greenbank@nhs.net

**How can I
make a
complaint
about the
practice?**

**Our Complaints Manager is
Fiona Greenbank**

Telephone: 01772 970079

**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 leaflet).

You can also complain by email, or speak to a member of staff directly.

We have a complaints form which is available from reception. By filling this in with as much detail as possible, you can enable us to investigate your complaint thoroughly and in a timely manner.

Fiona Greenbank is our
Complaints Manager

Telephone: 01772 970079

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 investigated.
- Be kept informed of progress and made aware of 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 Carol, 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 consent.

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 the final response, you have the right to contact the Health Service Ombudsman.

You can do this by visiting:

www.ombudsman.org.uk/make-a-compliant
(to complain online or download a paper form).

Alternatively you may call the PHSO Customer Helpline on:

0345 015 4033