COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the Kirton Lindsey & Scotter Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A signed consent form by the person concerned will be required, unless they are incapable of providing this due to illness or disability. These are available at reception.

COMPLAINING TO OTHER AUTHORITIES

The Practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following:

North Lincolnshire - Patient Advisory Liaison Service (PALS)/ The Experience Team at Humber & North Yorkshire ICB

Independent Complaints Advocacy (ICAS)

Healthwatch North Lincolnshire

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this Practice, then you can contact the Care Quality Commission on: **03000 616161**, or alternatively visit the following website: http://www.cqc.org.uk

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be contacted through the Experience team as follows:

The Experience Team
Humber and North Yorkshire ICB
Health Place
Wrawby Road
Brigg DN20 8GS
Tel: 01482 957750
Email: **hnyicb.experience@nhs.net**

Independent NHS Complaints Advocacy Service (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. These services are free and are independent of the NHS. Your local Healthwatch can help you find independent NHS complaints advocacy services in our area.
www.healthwatchnorthlincolnshire.co.uk

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on **0345 015 4033** or www.ombudsman.org.uk

Kirton Lindsey & Scotter Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Satpal Shekhawat
Dr Saima Magrabi
Dr Tahira I Cheema
Dr Rana M Ahmad

Complaints Manager

Kirton Lindsey & Scotter
Mrs Stephanie Grant

Please Take a Copy

(Revised: May 2025)

LET THE PRACTICE KNOW YOUR VIEWS

Kirton Lindsey & Scotter Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the complaints manager at the respective site, who will try to resolve the issue and offer you further advise on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the occurrence giving rise to to the complaint

OR

- Within 12 months from the time, you became aware of the matter about which you wish to complain.

The practice will under normal circumstances acknowledge your complaint within three working days and aim to fully investigate as soon as possible thereafter. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice reviews your complaint, it aims to:

- Ascertain the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINTS AND COMMENTS FORM

Name:_____

Address:_____

_____

_____

Telephone:_____

Date of complaint / comment:_____

Details:_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Signed:_____