

You can get help in making a complaint from an organisation called POhWER which is a free, confidential service and is independent of the NHS.

#### Contact - PohWER

Address: PO Box 17943

Birmingham

B9 9PB

Telephone number: 0300 456 2370.

Email address: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Website: [www.pohwer.net](http://www.pohwer.net)



#### Contact - NHS England

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Address: PO Box 16738

Redditch

B97 9PT

Telephone number: 0300 456 2370

Website: <https://www.england.nhs.uk/>

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## BILLINGHAY MEDICAL PRACTICE

### COMPLAINTS PROCEDURE

39 High Street

Billinghay

Lincoln

LN4 4AU

Tel: 01526 860490

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

#### Contact – Lincolnshire Clinical Commissioning Group

Address: Bridge House

The Point

Lions Way

Sleaford

NG34 8GG

Telephone: 01522 573939

If you are Dissatisfied with the Outcome of your Complaint, you can contact the Parliamentary and Health Service Ombudsman

#### The contact details are:

The Parliamentary and Health Service Ombudsman

Address: Millbank Tower

Millbank

London

SW1P 4QP

Telephone number: 0345 015 4033

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

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

When the investigations are complete your complaint will be determined and a final response sent to you.

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 response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### **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 the patient to provide written authority to enable us to discuss their complaint with you.

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 with the third party, and this depends on the wording of the authority provided.

### **Making 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 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 complaint and 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.

If you would prefer to have an informal discussion in relation to your complaint, please contact our Practice Manager during normal business hours. There may be a simple solution to your complaint with which the Practice Manager can assist or further investigation may be necessary.

#### **You can send your written complaint to:**

The Practice Manager, 39 High Street, Billinghay, Lincoln, LN4 4AU

### **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 30 working days.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. 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 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.