

NHS Complaints Advocacy Service

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found at:

www.pohwer.net/our-services/nhs-complaints-advocacy

Other Complaints Advocates

- Advocacy People – gives advocacy support. Call 0330 440 9000 for advice or text 80800 starting message with PEOPLE
- Age UK – may have advocates in the area. Visit their website or call 0800 055 6112
- Local councils can offer support in helping the complainant to find an advocacy service. Visit www.gov.uk/find-your-local-council

Confidentiality in relation to complaints

Any complaint is investigated with the utmost confidence and all associated documentation will be held separately from the complainant's medical records.

Complaint confidentiality will be maintained, ensuring only managers and staff who are involved in the investigation know the particulars of the complaint.



Ombudsman

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.

Complaint Options

Your or your representative, can complain about any aspect of care or treatment they received at this organisation to:

- This organisation via the complaints manager
- NHS England: Telephone 03003 112233, email england.contactus@nhs.net or in writing: NHS England, PO Box 16738, Redditch, B97 9PT. Patients can talk to NHS England in British Sign Language (BSL) via a video call to a BSL interpreter



How to Make a Complaint

Patient Information Leaflet

Dill Hall Acorn Centre

421 Blackburn Road, Accrington BB5 1RT

Tel: **01254 457452.**

www.dillhallsurgery.nhs.uk



No organisation is ever perfect, but we constantly strive to give what we hope is the best service for the most number of people. We welcome suggestions and complaints as a way of finding what further improvements we can make. They should be directed to the Practice Manager.

We operate an in-house complaints procedure so that difficulties you experience can be fully discussed and problems corrected where possible.

Complaints can be made verbally or in writing. Please complete our Patient Complaint Form if you wish to complain in writing. Your complaint will then be investigated and you will receive a response from the Practice.

Alternatively, please contact NHS East Lancashire, Customer care department on Tel No: 01282 878653. If you feel that we have not fully satisfied your concerns you have the right to contact the independent Complaints & Advocacy Service (ICAS) on Tel No: 0845 120 3735.

Timescale

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint or 12 months from the time that the complainant becomes aware of the matter about which they wish to complain.

If, however, there are good reasons for complaints not being made within the timescale detailed above, we will give consideration to investigating the complaint if it is still feasible to do so *effectively and fairly*.

What to Expect Once You Have Made Your Complaint

- You will be kept up to date with the progress of your complaint
- If a case has passed the 40 working day target (or the timescale agreed with the you if different), thereafter you (and your advocate if relevant) should receive an update every 10 working days after the target date has been surpassed. This could be by telephone, email or letter but the format should be agreed with the you
- You can expect to receive a quality response with assurance that action has been taken to prevent a recurrence
- You will be informed of any learning

Who Can Make a Complaint

A complaint may be made by the person who is affected by the action or it may be made by a person acting on behalf of a patient in any case where that person:

- Is a child (an individual who has not attained the age of 18)

In the case of a child, this organisation must be satisfied that there are reasonable grounds for the complaint being made by a representative of the child and furthermore that the representative is making the complaint in the best interests of the child.



- Has died

In the case of a person who has died, the complainant must be the personal representative of the deceased. This organisation will require to be satisfied that the complainant is the personal representative.

Where appropriate we may request evidence to substantiate the complainant's claim to have a right to the information.

- Has physical or mental incapacity

In the case of a person who is unable by reason of physical capacity, or lacks capacity within the meaning of the Mental Capacity Act 2005, to make the complaint themselves, this organisation needs to be satisfied that the complaint is being made in the best interests of the person on whose behalf the complaint is made.

- Has given consent to a third party acting on their behalf

In the case of a third party pursuing a complaint on behalf of the person affected we will request the following information:

- Name and address of the person making the complaint
- Name and either date of birth or address of the affected person
- Contact details of the affected person so that we can contact them for confirmation that they consent to the third party acting on their behalf

The above information will be documented in the file pertaining to this complaint and confirmation will be issued to both the person making the complaint and the person affected.

- Has delegated authority to act on their behalf, for example in the form of a registered Power of Attorney which must cover health affairs
- Is an MP, acting on behalf of and by instruction from a constituent