

Patient Complaint Form

Making a complaint

Most problems can be resolved quickly and easily with the person concerned, often at the time they arise and this may be the first approach you try.

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, giving as much details as you can, as this will help 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 becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written permission/authority. If this is the case please ask the reception staff for the third party consent form.

Send your written complaint to:

The Practice Manager

Highfield Surgery

SSPCC

Lytham Road

Blackpool

FY4 1TJ

Or send via email to:

Highfield.Enquiries@nhs.net

You may also make your complaint to Lancashire and South Cumbria ICB here:

Telephone: 0800 032 2424

E-mail: lsicb.patientexperience@nhs.net

Write to: NHS Lancashire and South Cumbria ICB, Jubilee House, Lancashire Business Park, Leyland, PR26 6TR

Note: changes on 1 July 2023

- From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner is changing. Rather than contacting NHS England, complaints will be made directly to the local integrated care board (ICB).

- Members of the public will still be able to make a complaint to the provider. This is NOT changing.
- Members of the public with ongoing complaints received on/after 1 July 2022 will receive a letter from NHS England informing them that the ICB is now handling their complaint with confirmation of their case handler.
- Members of the public with any ongoing complaints received before 1 July 2022 will receive a letter from NHS England informing them that their complaint is being retained by NHS England with confirmation of their case handler.

What we do next

We will acknowledge receipt within **3 working days** and aim to have looked into the matter within **28 working days**. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned in an 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.

SECTION 1: PATIENT DETAILS

Surname		Title	
Forename		Address	
Date of birth			
Telephone no.		Postcode	

SECTION 2: COMPLAINT DETAILS

Please give full details of the complaint below including dates, times, locations and names of any organisation staff (if known). Continue on a separate page if required.

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SECTION 3: OUTCOME

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SECTION 4: SIGNATURE

Surname & initials		Title	
Signature		Date	

SECTION 5: ACTIONS

Passed to management	Yes/No
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Third Party Patient complaint form

SECTION 1: PATIENT DETAILS

Surname		Title	
Forename		Address	
Date of birth			
Telephone no.		Postcode	

SECTION 2: THIRD PARTY DETAILS

Surname		Title	
Forename		Address	
Date of birth			
Telephone No.		Postcode	

SECTION 3: DECLARATION

I hereby authorise the individual detailed in Section 2 to act on my behalf in making this complaint and to receive such information as may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint and may only be disclosed to those people who have consented to act on my behalf.

This authority is for an indefinite period/for a limited period only*.

Where a limited period applies, this authority is valid until/...../..... (Insert date).

SECTION 4: SIGNATURE

Surname & initials		Title	
Signature		Date	