

### 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: [blackpool.highfieldenquiries@nhs.net](mailto:blackpool.highfieldenquiries@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](mailto: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).

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- 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 **30 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.

## Patient Complaint Form

### SECTION 1: PATIENT DETAILS

Surname		Title	
Forename		Address	
Date of birth			
Telephone no.		Postcode	
Email address			

### SECTION 2: ARE YOU COMPLAINING ON BEHALF OF SOMEONE ELSE?

Yes (Please complete this section)

No

**Name of Patient:**

**Your Relationship to the Patient:**

**Reason the Patient Cannot Make the Complaint Themselves:**

I confirm that I have the patient's consent to act on their behalf  
(Consent may be required before we can proceed.)

### SECTION 3: DETAILS OF THE COMPLAINT

Date (s) of incident or concern:

Location (if relevant):

Name(s) of staff member (s) involved (if known):

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**PLEASE DESCRIBE YOUR COMPLAINT CLEARLY AND IN AS MUCH DETAIL AS POSSIBLE (WHAT HAPPENED, WHEN IT HAPPENED AND HOW IT AFFECTED YOU).**

### **SECTION 4: WHAT OUTCOME ARE YOU SEEKING?**

Please tell us what you would like to happen as a result of this complaint (for example: an explanation, apology, review of care, service improvement, or other outcome):

## SECTION 5: PREVIOUS ACTION

Have you already discussed this issue with the surgery or another NHS organization?

Yes

No

If yes, please provide details (including dates and who you spoke to):

## SECTION 6: SUPPORT AND ADVOCACY

You may receive support from a service which is usually free and independent. They can help you write your complaint and understand the process.

Healthwatch:

Telephone: 0300 32 32 100 (option 1)

Email: [enquiries@healthwatchblackpool.co.uk](mailto:enquiries@healthwatchblackpool.co.uk)

## SECTION 7: CONFIDENTIALITY AND DATA PROTECTION

All complaints are handled confidentially and in accordance with UK GDPR and NHS Data protection requirements. Information will only be shared where necessary to investigate your complaint.

## SECTION 8: DECLARATION

I confirm that the information provided is accurate to the best of my knowledge.

Surname & initials		Title	
Signature		Date	