

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.

Taking it further

Whichever way you make your complaint if you remain dissatisfied with the outcome you may refer the matter to the Public Service Ombudsman. The contact details are:

The Public Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ

Or via Email

Phso.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033

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 detail 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

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

By email: Lscicb-fw.patientexperience@nhs.net



Highfield Surgery

South Shore Primary Care Centre
Lytham Road
Blackpool
FY4 1TJ

Complaints leaflet

Useful telephone numbers

Surgery main number: (01253) 204672

Prescription queries: (01253) 204674

Out-of-hours or emergency: NHS 111

Opening Hours

Our regular opening hours are:

Monday 8am until 6.30pm

Tuesday 8am until 6.30pm

Wednesday 8am until 6.30pm

Thursday 8am until 6.30pm

Friday 8am until 6.30pm

(Excl. Bank holidays)

Extended Access to GP Services

Evening and weekend appointments are now available across the Fylde coast with GPs, practice nurses and other healthcare professionals for routine pre-booked services. This service is bookable through the surgery.

Evening and Weekend Care

We offer registered patients a full GP service when the practice is closed via NHS 111.

