



Park View Surgery

Complaints Procedure

Park View Surgery strives to provide high-quality patient care at all times and in every area of patient contact. However, despite our best efforts, there may be occasions when a patient, or their authorised representative, is unhappy with the service received.

Making a Complaint

Our patients, or their authorised representatives, have the right to complain about any aspect of our service with which they are dissatisfied. We hope you will never have cause to make a serious complaint but, if you do, our complaints procedure aims to achieve a satisfactory local resolution. Making a complaint will not adversely affect your current or future care.

Who can complain?

A complaint may be made by a current or former patient, or by anyone who is affected, or likely to be affected, by an action, omission or decision of the practice. A representative may also complain on behalf of someone who has died, is a child, is unable to complain because of physical incapacity or lack of capacity, or has asked the representative to act for them.

When a complaint is made on behalf of a child or a person who lacks capacity, we must be satisfied that there are reasonable grounds for the representative to make the complaint and that they are acting in the patient's best interests. If we are not satisfied, we will explain our decision in writing.

If a complaint is made on behalf of a person who has asked a representative to act for them, we will need appropriate consent, usually in writing, before sharing confidential information. The patient may authorise us to correspond with them, their representative or both. Where the person has died or cannot provide consent, the information we can share will depend on the representative's right of access and our continuing duty of confidentiality.

The NHS complaints procedure is not a court process and does not determine legal liability. It allows us to investigate what happened and, where appropriate, provide an explanation, apologise, take corrective action and make service improvements. Making a complaint does not affect your right to seek legal advice or pursue another available route.

Types of complaint

Complaints may be informal or formal and may be made verbally, in writing or electronically. We will make reasonable adjustments and provide appropriate support where needed to help a person make or communicate a complaint.

Informal Concerns

As a patient, relative or carer, you may wish to raise a concern about an aspect of care without making a formal complaint. We aim to address concerns when they are raised. If you are not satisfied, you are entitled to make a formal complaint.

You may also raise a concern on behalf of someone else, provided that you have their consent or the practice is satisfied that you are a suitable representative acting in their best interests. If the practice decides that this is not the case, we will notify you in writing and explain the reasons.

Verbal Complaints

Patients who are unable or unwilling to put their complaint in writing may make a formal complaint verbally. We will make a written record of the complaint and provide a copy to the complainant so that they can confirm that the issues have been recorded correctly.

Formal Complaints

It is important that you contact us as soon as possible. A complaint should normally be made within 12 months of the event concerned or, if later, within 12 months of the date on which you became aware that you had cause to complain. We may consider a complaint outside this time limit where there is a good reason for the delay and it remains possible to investigate the complaint fairly.

You have two options for raising a formal complaint. You may complain either to the practice or to the commissioner of the service, but not to both about the same matter:

1. The Practice Manager, Park View Surgery, Haverflatts Lane, Milnthorpe, LA7 7PS
Telephone: 01539 761225
Email: Pvs.parkviewadmin@nhs.net
2. NHS Lancashire and South Cumbria Integrated Care Board, Patient Experience Team, County Hall, Preston, PR1 8XB
Telephone: 0300 373 3550
Email: lscicb-fw.patientexperience@nhs.net

Independent advice and support

Free and independent NHS complaints advocacy is available to help people understand the process, write letters, prepare for meetings, attend meetings and consider their options.

People First (South Cumbria NHS Complaints Advocacy)

Telephone: 0300 303 8037

Email: admin@wearepeoplefirst.co.uk

Website: www.wearepeoplefirst.co.uk

Advocacy Focus (Lancashire NHS Complaints Advocacy)

Telephone: 0300 323 0965

Email: admin@advocacyfocus.org.uk

Website: <https://advocacyfocus.org.uk/>

Practice Response

We will acknowledge your complaint no later than three working days after the day on which it is received. The acknowledgement may be made verbally or in writing. At that stage, we will offer to discuss the complaint with you at a mutually convenient time and provide a named point of contact.

During this discussion, we will clarify the issues to be investigated, the outcome you are seeking, how the complaint will be handled, how we will keep you informed and the period within which the investigation and written response are likely to be completed. If you do not wish to discuss this, we will determine a reasonable response period and notify you in writing.

We aim to provide a complete written response within 20 working days. This is a practice target rather than a statutory deadline and may be longer for complex complaints. If we cannot respond within the agreed period, we will explain the reason, provide an updated timescale and keep you informed of progress. Under the NHS complaints regulations, the response should normally be sent within six months unless a longer period is agreed with you.

The written response will explain how the complaint was considered, the conclusions reached and any apology, remedy, action or learning arising from it. It will also explain your right to take the complaint to the Parliamentary and Health Service Ombudsman if you remain dissatisfied. Complaints are handled confidentially. Complaint records are kept separately from clinical records, although relevant clinical records may be reviewed where necessary for the investigation.

Investigation

The Practice Manager will investigate the complaint and discuss it with the relevant person or people. If the complaint concerns the Practice Manager, it will be referred to a GP Partner or another appropriate senior person. We will offer the complainant an opportunity to discuss the complaint, and they may be accompanied. Staff who are the subject of the complaint will normally be informed and given an opportunity to respond. Any joint meeting will take place only where appropriate and with the agreement of those involved. A written record of any meeting will be made.

Response

The final written response will be signed by the responsible person, or their authorised delegate, and will include:

- An explanation of how the complaint was investigated and considered
- The conclusions reached, including any apology, remedy, action or learning
- Confirmation of any action already taken or planned, and details of the right to approach the Ombudsman if the complainant remains dissatisfied.

We hope that complaints can be resolved satisfactorily through local resolution. If you remain dissatisfied after receiving our final response, you may ask the Parliamentary and Health Service Ombudsman to review your complaint. The Ombudsman is independent of the NHS and its service is free. A complaint should be made to the Ombudsman as soon as possible and normally within 12 months of when you became aware of the problem.

The Parliamentary and Health Service Ombudsman

Citygate, Mosley Street, Manchester, M2 3HQ

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk