

# COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

If you feel you cannot raise your complaint with us, you can contact any of the following bodies:

## PALS

Email: [pals@ulh.nhs.uk](mailto:pals@ulh.nhs.uk)

Lincoln County Hospital 01522 707071

Grantham Hospital 01476 464861

Pilgrim Hospital 01205 446243

Text: 07815 707746

## Voiceability

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org) 

Tel: 0300 303 1600

VoiceAbility, Unit 1, The Old Granary,  
Westwick, Oakington, Cambridge CB24 3AR

## NHS Lincolnshire Integrated Care Board (ICB)

<https://lincolnshire.icb.nhs.uk/contact/>

Tel: 01522 573939

## NHS England

[www.england.nhs.uk/contact-us/complaint](http://www.england.nhs.uk/contact-us/complaint)

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Tel: 0300 311 22 33

# PALS, VOICEABILITY & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)  
PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be contacted:

Phone: 0300 123 9553

Email: [LHNT.lincspals@nhs.uk](mailto:LHNT.lincspals@nhs.uk)

Lincolnshire Community Health Service

NHS COMPLAINTS ADVOCACY SERVICE  
Voiceability

Voiceability is a national service that supports people who want to make a complaint about their NHS Care or treatment.

## OMBUDSMAN

If you are not content with our reply, the next step would be to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint. The Ombudsman will investigate complaints about the NHS in England and how they have been handled.

To find out if they can help visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or telephone: 0345 015 4033.



# LONG BENNINGTON MEDICAL CENTRE

## Comments & Complaints



Dr P G Watson

Dr L Roscoe

Dr A Courtier

Dr E Watson

Dr C Phillips

Dr E A Montague

Please return forms to:  
Long Bennington Medical Centre  
10 Valley Lane, Long Bennington, Newark  
Nottinghamshire. NG23 5FR

01400 281220

Email: [licb.LBMCcomplaints@nhs.net](mailto:licb.LBMCcomplaints@nhs.net)

[www.longbenningtonmedicalcentre.nhs.uk](http://www.longbenningtonmedicalcentre.nhs.uk)





# LET US KNOW YOUR VIEWS

We are always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.



## TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Was the practice clean and tidy?
- Was our staff helpful and courteous?

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received or from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.



Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

# HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Operations Officer who will offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. You can also complain to NHS England.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales: Within 12 months of the incident that caused the problem OR Within 12 months from when the complaint comes to your notice. The Practice will acknowledge your complaint within three working days.



The Practice will offer a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed. When the practice looks into your complaint it aims to: Ascertain the full circumstances of the complaint. Make arrangements for you to discuss the problem with those concerned, if you would like this. Make sure you receive an apology, where this is appropriate. Identify what the practice can do to make sure the problem does not happen again.

# COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date of comment: \_\_\_\_\_

Details: \_\_\_\_\_

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Signed: \_\_\_\_\_