

## LET THE PRACTICE KNOW YOUR VIEWS

We are always looking for ways to improve the services we offer to patients. To do this effectively, the practice needs to know what you think about the services you receive. Whether this be a positive comment, a suggestion or to let us know where we don't meet your expectations, we recognise that only by listening to you can we continue to build and improve our services.

**You may wish to contact or join our Patient Participation Group [PPG] to help us improve our services. For more information please ask at reception.**

### Practice Complaints Procedure

If you have a complaint about the service you have received 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.

Every patient has the right to make a complaint about the treatment or care they have received at Lime Tree Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

**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



**LIME TREE SURGERY**  
Supporting you with your health

**Lime Tree Avenue, Findon Valley, BN14 0DL**

**Durrington Health Centre, Durrington Lane,  
Worthing, BN13 2RX**

**Phoenix Medical Centre, 4 The Waterfront,  
Goring-by-Sea, Worthing BN12 4FD**

### Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- SeAp Advocacy gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can also give advice on local advocacy services



**LIME TREE SURGERY**  
Supporting you with your health

**LET THE PRACTICE KNOW YOUR VIEWS!**



**Complaints**



**Comments**

## HOW TO COMPLAIN

### Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to our Complaint's Manager, Elaine Luxford

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, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. A complaint can be made verbally or in writing and a complaints form is available at reception.

### Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will aim to respond to all complaints within three business days; will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

### Complaining on behalf of someone else

Please note that Lime Tree Surgery keeps 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.

### Investigating complaints

Lime Tree Surgery will investigate all complaints effectively and in conjunction with existing legislation and guidance.

### Confidentiality

The Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

### When the practice looks into your complaint it aims to:

- Learn the full details 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

### Final response

A final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.

### Complaining to other Authorities

To help us improve our service to patients, the practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following 3 bodies:

#### NHS England

NHS England provides a confidential service designed to help patients with all issues relating to GP, local pharmacy and dental help patients get the most from the NHS. NHS England can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), Tel: 0300 311 2233, or you can write to *NHS England, PO BOX 16738, Redditch, B97 9PT.*

#### Independent complaints and advocacy service (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on 7th Floor, Cavendish House, Breeds Place Hastings East Sussex TN34 3AA  
Tel: 0845 6008616 or 01892 540490  
Email: [tunbridgew.icas@seap.org.uk](mailto:tunbridgew.icas@seap.org.uk)

#### Ombudsman

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033, visit <http://www.ombudsman.org.uk> or write to Parliamentary Health Service Ombudsman (PHSO), Milbank Tower, Milbank, London, SW1P 4QP.