

Please leave your comments below.

Name
Contact details.



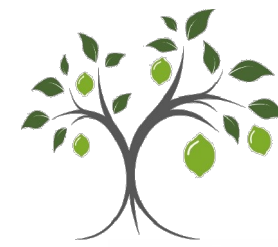
LIME TREE SURGERY
Supporting you with your health

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

**Lime Tree Surgery Durrington, Durrington
Health Centre, Durrington Lane, Worthing,
BN13 2RX**

**Lime Tree Surgery Goring, 4 The Waterfront,
Goring-by-Sea, Worthing BN12 4FD**

Reviewed: September 2025



LIME TREE SURGERY
Supporting you with your health

LET THE PRACTICE KNOW YOUR VIEWS!

Compliments

Comments

Complaints

LET THE PRACTICE KNOW YOUR VIEWS

Lime Tree Surgery welcomes patients to share their opinions about current services and future development. 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 develop and improve our services.

PATIENT PARTICIPATION GROUP

Become involved - if you would like to help us develop by allowing us to send you occasional questionnaires, please join our virtual Patient Participation Group. Email your name to sxicb-wsx.limetree.patients@nhs.net.

FEEDBACK

If you would like to make a comment or compliment about a service you have received at the practice please tell us by using this form, going onto the feedback section on our website www.limetreesurgery.nhs.uk or you can leave a rating on www.nhs.uk. We have left blank space in this leaflet for your feedback.

HOW TO COMPLAIN

Who to talk to

If you have a complaint about any aspect of the Practice, please let us know as soon as possible by discussing your complaint with the Complaints Manager Elaine Luxford, or a member of staff. If you make a complaint, it will not have an adverse effect on your registration, care, treatment or

support.

If your problem cannot be resolved and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days, by making contact with the Complaints Manager, Elaine Luxford. Please contact us by email at sxicb-wsx.limetree.complaints@nhs.net, post or call the practice on 01903 264101.

If you are making a complaint on behalf of someone else, we need to know that you have their permission to ensure we preserve patient confidentiality. A note signed by the person concerned will be needed, unless they are incapable of providing this due to illness or disability.

Time frames for complaints

If you are unable to raise your complaint immediately, please give details of your concerns to us within 12 months of the incident that caused the problem, or within 12 months from when the complaint comes to your notice. We will aim to acknowledge your complaint within 3 working days. We will investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

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 possible]
- Offer an apology, where this is appropriate
- Identify what we can do to prevent the problem happening again

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

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Complaining to other Authorities

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 Sussex Complaints Team

NHS Sussex welcomes concerns, compliments and complaints as valuable feedback that will help the NHS learn and make improvements from patient experience. Email: sxicb.complaints@nhs.net, Tel: 0300 140 9854 Post: NHS Sussex, Sackville House, Brooks Close, Lewes, BN7 2FZ

Advocacy support

IHCAS is a national service that supports people who want to make a complaint about their NHS care or treatment. helpdesk@healthwatchwestsussex.co.uk Tel 0300 012 0122

NHS England

You can contact NHS England: Tel: 0300311223. Email: england.contactus@nhs.net. Post: NHS England, PO Box 16738, Redditch, B97 9PT

Parliamentary & Health Service Ombudsman [PSHO]

As a last resort, you can refer your complaint to the PSHO who investigate complaints about the NHS in England. You can call the Ombudsman Complaints Helpline on 0345 015 4033, visit <http://www.ombudsman.org.uk>