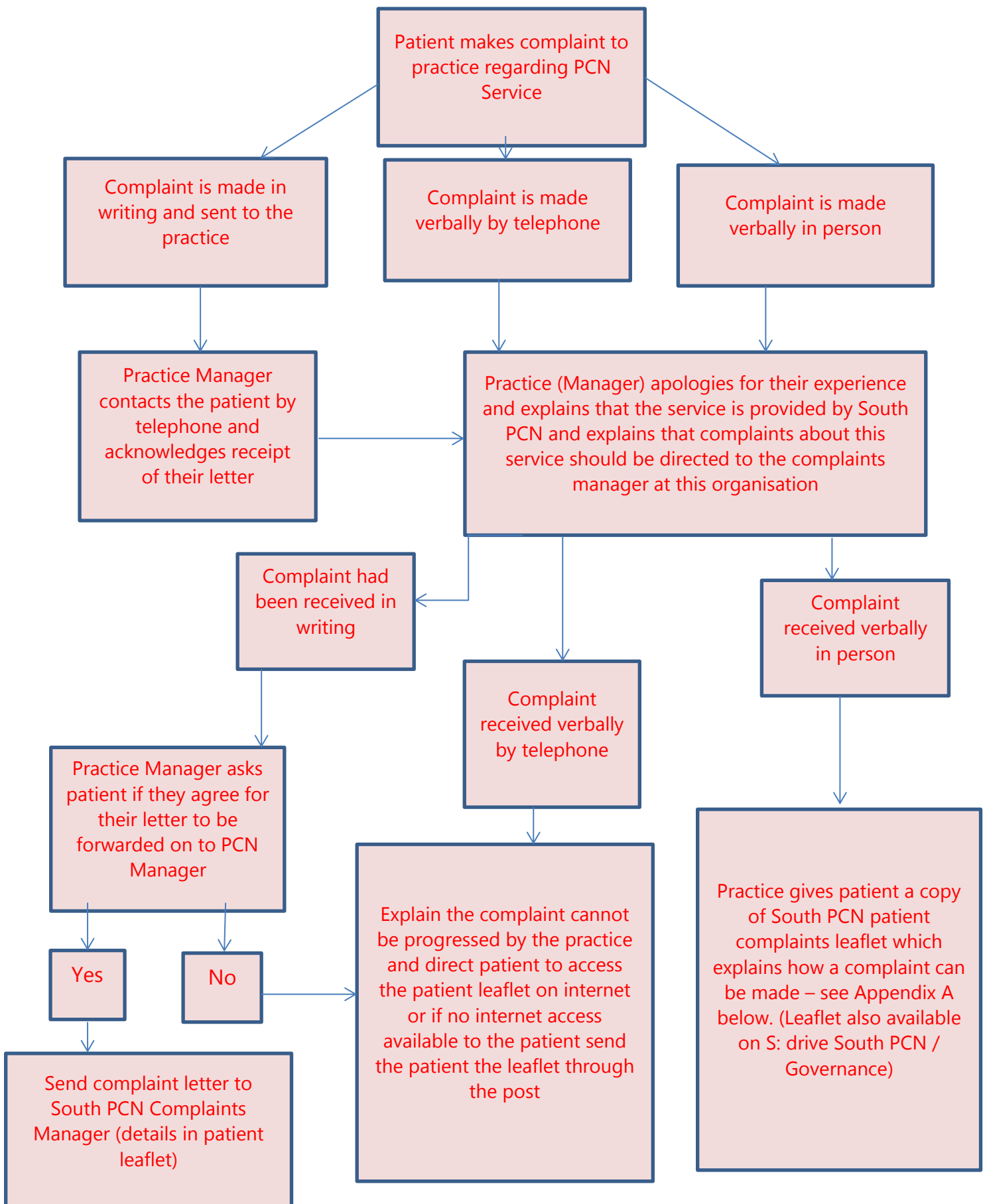


Complaints Procedure Flowchart



APPENDIX A

Independent Complaints Advocacy Service (ICAS):

Independent specialist advice is available, this service is called ICAS. It is a free, independent service that can help you make a complaint about any NHS treatment or service.

They can be contacted by telephone on **0808 802 3000** or by email:

hullicas@carersfederation.co.uk

Or in writing to: ICAS, The Community Enterprise Centre, Cottingham Road, Hull, HU5 2DH

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

Tel: 0345 0154033

Website: www.ombudsman.org.uk

Please direct your complaint to the Complaints Manager whose details are:

Suzy Brocklesby
North Lincolnshire South PCN
291 Ashby Road
Scunthorpe
DN16 2AB

suzy.brocklesby1@nhs.net

Tel: 07952 040641

North Lincolnshire PALS for help or advice:

The Patient Advice and Liaison Service (PALS) are available to provide confidential advice and support and to guide you through the different services available from the NHS.

They can be contacted by telephone on **01652 251125** or by email:

nlccg.pals@nhs.net

Or in writing to: Patient Relations, Health House, Grange Park Lane, Willerby, East Yorkshire, HU10 6DT



COMPLAINTS PROCEDURE FOR PCN SERVICES

If you have a complaint or concern about the service you have received, please let us know. The complaint should not be made to the practice hosting the clinic as they are not the provider of the service. North Lincolnshire South Primary Care Network provides this service and we operate a complaints procedure.

The Complaints Manager is:

Suzy Brocklesby (North Lincolnshire South PCN Manager)

We would like to have the opportunity of discussing your complaint with you and investigating any concerns you raise, however if you prefer you can make your complaint instead to NHS England:

NHS England are based at Redditch. They will provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide.

They can be contacted by telephone on **0300 311 22 33** or in writing to **NHS England, NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT** or by email to england.contactus@nhs.net (For the attention of the Complaints Manager in the subject title)

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

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, as this helps 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 discovering the problem

You can complain about your own care. You are unable to complain about someone else's treatment without their written authority. (See the separate section in this leaflet).

Send your written complaint to:

**Suzy Brocklesby (North Lincolnshire South
PCN Manager)**

Contact Details available on this leaflet.

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 21 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to 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.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so. The complaint manager will discuss your complaint with the Clinical lead for the service.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. your general practice) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing.

We may still need to correspond direct with the patient, or may be able to deal direct with the third-party, and this depends on the wording of the authority provided.