

What can't be dealt with under this Complaints Procedure?

- a complaint which has already been investigated
- a complaint which has been or is being investigated by the Health Ombudsman

What can I do if I am still unhappy after the Complaints Procedure has been completed?

If you are still unhappy you can ask the Health Service Ombudsman to look at your case. They are completely independent of the NHS and the Government. If you want advice as to whether to ask them to investigate you can write to or telephone their office:

The Parliamentary and Health Service Ombudsman

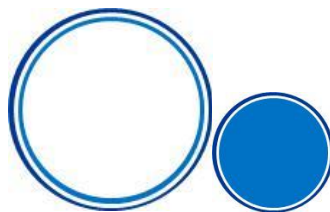
Millbank Tower

Millbank, London

SW1P 4QP

Tel: **0345 015 4033**

www.ombudsman.org.uk



The Ombudsman is not obliged to investigate every complaint put to them, and they will not generally take on a case which has not first been through the local Complaints Procedure, or a case which is being dealt with through the courts.

How to comment or make a suggestion

If you have an idea or suggestion which you feel would benefit other people who use our services, please let us know. You can either talk to a member of staff or to the Operational Administrator who will take note of your comments. We will acknowledge in writing, where possible, any ideas or suggestions you make to us.

Compliments

If you are pleased with the services we have provided, please tell us. Staff always welcome comments from patients who have been satisfied with the care and service they have received. Compliments will be used to highlight good practice and will be communicated widely so that others may benefit.

If you would prefer to speak to someone who is not directly involved in your case you can contact:

The Patient Advice and Liaison Service (PALS)

Royal Lancaster Infirmary

Ground Floor

Medical Unit 1

Ashton Road

Lancaster, LA1 4RP

Tel: **01539 795497**

www.northlancshealth.nhs.uk

The Independent Complaints Advocacy Service (ICAS) North West

North West ICAS - Preston

Suite 2 the Unicentre

Lords Walk

Preston, PR1 1DH

Tel: **0808 802 3000**

www.carersfederation.co.uk/icas

In line with the Data Protection Act should you wish a friend or relative to complain on your behalf you must sign a letter of authorisation giving them the right to do so.



Listening to your views

How to complain about or comment on services at the Same Day Health Centre Morecambe



Introduction

Coastal Health Care Limited is commissioned by the local NHS Commissioning Board and is responsible for the Same Day Health Centre Morecambe. We welcome comments about our organisation and the health services we provide to our patients. Where criticism is made we will respond to the complainant and, where necessary, put right what was wrong. This leaflet explains how the complaints system operates at the centre.

Who can complain?

Anyone who is receiving or has received NHS treatment or services can complain. You can also complain if you are or may be affected by an action or decision of the Same Day Health Centre. If you are unable to complain yourself you can ask someone else – a relative or friend – to make the complaint for you, but we do need your consent in writing as we have a duty to protect the confidentiality of any information we hold about patients.

You can also complain on behalf of a patient where the patient has died, is very young or is unable to complain themselves or give consent because of physical or mental incapacity.

When a person has died or is incapable, a relative or other suitable person may act as their representative.

When can I complain?

It is important to make your complaint as soon as possible after the event you wish to complain about has happened.

Normally, it will only be possible to investigate a complaint if it is made

- within 12 months of the event or
- within 12 months of the date on which the concern came to the notice of the complainant

Where a complaint falls outside of this, the Clinical Lead for the service may extend the timescales, if they are of the opinion that the Complainant had good reasons for not making the complaint sooner.



How do I make a complaint?

Wherever possible you should try to speak to someone about your complaint as soon as the event occurs. Please ask any member of staff if you can speak to the Complaints Manager or the Nurse in Charge. In many cases it should be possible to sort out the problem straight away.

You do not have to write down your complaint. You can just speak to or telephone our Complaints Manager but it would be helpful for everyone if you can write things down. If you do make a complaint, it will not make any difference at all to your future care and treatment.

Written complaints should be sent to:

Complaints Manager
Same Day Health Centre
Morecambe Health Centre
Hanover Street
Morecambe, LA4 5LY

Please ensure that your name, address and telephone number are clear. It is important that you make clear the areas of concern you wish us to investigate.

Staff will try to resolve your complaint on the spot. If this is not possible we will agree with you how your complaint will be handled and when you should expect a reply. We will always aim to respond to your complaint within 25 working days from the start of the complaint investigation.

If you are raising more than one concern, it helps to number each point as this enables us to make sure we answer all of your concerns.

You can, at any time, ask to meet with us or you may be offered a meeting to discuss your concerns. If it helps to take along a friend or relative, please do so.

What happens next?

If you make a complaint to Coastal Health Care Limited we will aim to:

- acknowledge your complaint within 3 working days
- offer you the opportunity to discuss how your complaint will be handled
- keep you informed of progress and agree with you an extension if we cannot meet the agreed timescale
- our Complaints Manager will write to you when the investigation is complete