

Introduction

This leaflet explains what to do if you have a complaint about the treatment or care that you received at the Urgent Care Centre.

We will endeavour to resolve your complaint very quickly. Although we work hard to offer high standards of service and care at all times, things may sometimes go wrong. Should this happen, we will do all that we can to make sure that lessons are learned and the same error is less likely to happen again.

We take all complaints seriously and use them as a tool to reflect and implement changes to patient services, where appropriate. We are also just as keen to receive positive comments relating to your experience of our service. The provision of excellent patient care is our intention at all times.

Will my Complaint affect My Treatment or Care?

No, making a complaint will make no difference at all to your care and treatment. Should you feel that this is the case, please contact the Patient

Advice and Liaison Service (PALS) or FCMS (NW) Ltd on the contact number listed overleaf.

Talking it Through

If you have a complaint about the treatment or care that you have received please ask a member of staff at any of the reception areas who will put you in touch with the person in charge.

You can also talk to a member of the hospital's Patient Advice and Liaison Service (PALS), who provide support to patients, their families and visitors.

You may find the following advice helpful:-

Please try to make your complaint as soon as possible after the incident occurred, this makes it easier for all concerned to remember what happened and helps us to respond appropriately. We will always try to respond within 25 working days from the receipt of your complaint. Where this is not possible you will be contacted by the person investigating the complaint to agree to an extended timetable.

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

If you are making a complaint on behalf of someone else, we will need that person's consent to discuss their medical treatment with you. In the case of a deceased person, we will require a 'Proof of Representation document'. This can be in the form of either a copy of a Will, Letters of Representation or Grant of Probate.

To Make Your Comment or Complaint Please Write to:

FCMS (NW) Ltd.
Newfield House
Vicarage Lane
Blackpool
FY4 4EW

Please include a telephone number as it may be necessary to contact you when your letter is received to discuss your concerns.

What Happens Next?

We will always endeavour to resolve complaints satisfactorily. A Senior Manager or one of the Service Leads will write to you when the investigation has been completed. Alternatively, you can ask for a meeting to be arranged so that you can discuss your complaint face-to-face with members of staff. This often helps to clarify concerns and offer explanations and support to you at the time.

What if I am Not Happy with the Outcome of my Complaint?

If you feel that the Service has not resolved your concerns, you can ask for an Independent Review by the Parliamentary & Health Service Ombudsman.

If you have any questions about whether the Ombudsman will be able to help, you can contact their helpline on 0345 015 4033, e-mail phso.enquiries@ombudsman.org.uk or fax 0300 061 4000. Further information about the Ombudsman is available at www.ombudsman.org.uk or you can write to them at: The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

COMPLAINTS

Who Can Help Me?

FCMS (NW) Ltd Administration
Tel: 01253 951345

The Patient Advice & Liaison Services (PALS)
Tel: 01253 955588

To help you in making your complaint, you may wish to contact:

ICAS (Independent Complaints Advocacy Services)
Tel: 0845 1203735

Blackpool Citizens Advice Bureau
Tel: 01253 622067
(Your local CAB can be found in the telephone directory)

You can obtain a copy of your medical notes by contacting FCMS (NW) Ltd. Who will provide you with a form to complete and advise you of the procedure.

Review date:



MAKING A COMPLAINT

**Patient Information Leaflet
Fylde Coast Integrated Urgent
Care Service**