



Queen Square Medical Practice

2 Queen Square | Lancaster | Lancashire | LA1 1RP
☎ 01524 843333 | 📠 01524 580980 | ✉ www.queensquare.org

COMPLAINTS PROCEDURE

If you have a complaint or any concerns about the service you have received from the Doctors or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets the national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person involved. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If, for some reason, it is not possible to do that, please let us have details of your complaint:

- a) Within 6 months of the incident that caused the problem, or
- b) Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

Complaints should be addressed to Mrs Janet Byrne, Practice Manager, or to Mr Adrian Eglinton, Practice Director. Alternatively you may ask for an appointment with Mrs Byrne to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be helpful if you are as specific as possible about your complaints.

WHAT WE SHALL DO

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to: -

- a) Find out what happened and what went wrong
- b) Make it possible for you to discuss the problem with those concerned, if you would like this
- c) Make sure you receive an apology, where this is appropriate
- d) Identify what we can do to make sure the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission



Queen Square Medical Practice

2 Queen Square | Lancaster | Lancashire | LA1 1RP
☎ 01524 843333 | 📠 01524 580980 | ✉ www.queensquare.org

to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

COMPLAINING TO THE LOCAL INTEGRATED CARE GROUP

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. This does not affect your right to approach the local Integrated Care Group if you feel you cannot raise your complaint with us:

NHS Lancashire and South Cumbria ICB
Jubilee House
Lancashire Business Park
Leyland
PR26 6TR
Tel: 0800 032 2424
Website: mlcsu.lscpatientexperience@nhs.net

If you still feel you are dissatisfied with the result of our investigation, you should contact the ombudsman:

Parliamentary and Health Service Ombudsman
Millbank tower
Millbank
London
SW10 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also wish to contact the Patient Advice & Liaison Service (PALS) who offer advice and support to individuals who require information; or have concerns or a complaint about any aspect of the National Health Service. They can be contacted as follows:

Morecambe Bay PALS Centre
Patient Advice & Liaison Service
Royal Lancaster Infirmary
Ashton Road
Lancaster
Lancashire
LA1 4RP
Telephone: 01539 795497
Textphone: 01539 795229