

Complaining to the Integrated Care Group

You may feel the need to approach Lancashire and South Cumbria Integrated Care Board if you feel you cannot raise your complaint with us. You should contact:

NHS Lancashire and South Cumbria ICB
Jubilee House
Lancashire Business Park
Leyland
PR26 6TR
Tel: 0800 032 2424

Email: mlcsu.lscpatientexperience@nhs.net

If you have concerns related to your care at a local Hospital contact the Patient Advice and Liaison Service (PALS) who offer support and advice to individuals who require information, or have concerns or a complaint about aspects of care at our local hospitals. They can be contacted by email at pals@mbht.nhs.uk or in writing at:

Chief Executive
University Hospitals of Morecambe Bay
Trust Headquarters
Westmoreland General Hospital
Burton Road
Kendal
LA9 7RG

You can contact PALS by telephone on:
01539 716621

Comments & Suggestions

We are always pleased to hear any suggestions you may have for improving the service we provide. Address these to:

Janet Byrne
Practice Manager
Queen Square Medical Practice
2 Queen Square
Lancaster
LA1 1RP

Your thoughts and ideas are important to us. Input from our patients helps us as a Practice to better understand our population and the needs of all our patients.

Patients Association

The Patients Association is a health care charity which highlights patient concerns and also provides advice on how to get the best out of their healthcare. Contact them by telephone on either 01539 716621 or 020 8423 8999, or visit

www.patients-association.org.uk

Alternatively you may contact your local Independent Complaints Advocacy Service (ICAS). ICAS also provides independent advocacy (help and advice) for people who have a complaint about the NHS. For Lancaster and Morecambe you should contact Ncompass Advocacy on 033 000 222 00. Further information is also available at ncompassnorthwest.co.uk. Or email:

admin@ncompassnorthwest.co.uk

Their main office is at:

Edward VII Quay, Navigation Way,
Ashton on Ribble,
Preston, Lancashire,
PR2 2YF
Tel: 01772 280030



Complaints Procedure

Queen Square Medical Practice
2 Queen Square
Lancaster
LA1 1RP

Introduction

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:

- Within 6 months of the incident that caused the problem, or
- 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
Mr Adrian Eglington, 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.

Please be as specific as possible when informing us of your complaint as the more detail you are able to provide the better able we will be to respond effectively.

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 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.

What if I am still unhappy?

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, or if you are dissatisfied with the result of our investigation you should contact:

Parliamentary and Health Service Ombudsman
Millbank tower
Millbank
London
SW10 4QP
Tel: 0345 0154033

Website: <http://www.ombudsman.org.uk>