

HOW TO COMPLAIN ABOUT LAWFORD SURGERY:

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. It would be a great help if you are as specific as possible about your complaint which can be made in writing or verbally. Complaints should be addressed to the Practice Manager or to Dr H. Ahmad using the following contact details:

By telephone: 01206 392617

By Email: lawford.surgery@nhs.net

By post: 2 Edgefield Avenue, Lawford, Manningtree, Essex, CO11 2HD

Alternatively Patients can complain directly to NHS England who Commission our Services. NHS England can be contacted as follows:

By telephone: 0300 311 2233

By Email: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

WHAT WE WILL DO:

We will acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint within an agreed timescale from the date you raised it with us. We will then be in a position to offer you a full response, an apology if appropriate or a meeting with the people involved. Please be assured that your care will not be impacted by making a complaint.

When we look into your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

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 their permission to do so.

A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness or disability) to provide this. Without suitable authority we cannot answer a complaint, however serious.

This does not affect your right to approach the (PHSO) Parliamentary Health Service Ombudsman for Independent review if you are not happy with the response about your Complaint. This must be done within a year of when you became aware of the problem. The PHSO can be contacted as follows:

By post: The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP

By phone: Ombudsman's Helpline on 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

COMPLAINING TO THE NEE INTEGRATED CARE BOARD:

You can only make a Complaint to the North East Essex Integrated Care Board about Services that they directly Commission. This does not include complaints about most aspects of Lawford Surgery.

The Complaints Team, NHS North East Essex ICB, Aspen House,
Stephenson Road, Severalls Business Park, Colchester, CO4 9QR

By phone: 0800 389 6819 (9.30am-3.00pm mon-fri)

By email: sneeicb.complaints@nhs.net

Online at: <http://www.suffolknortheastessex.icb.nhs.uk>

PATIENT ADVOCACY SERVICE:

For Patients who need assistance in making a Complaint there is a dedicated independent advocacy service for Essex called **Essex Advocacy** who can be contacted as follows:

By Phone: 0300 7900 559

By Email: essexadvocacy@rethink.org

Online: www.rethinkessexadvocacy.org/get-help/nhs-complaints

COMPLAINING ABOUT HOSPITAL SERVICES:

The PALS team covers Colchester General Hospital, Ipswich Hospital and some services at Clacton, Harwich and Halstead Hospitals.

By phone

PALS can be contacted by telephone from 9.30am to 3pm, Monday to Friday (confidential answerphone out of hours)

Freephone 0800 389 6819 (9.30am-3.00pm Mon-Fri)

In writing

Patient Advice and Liaison Service
Endeavour House
Russell Road
Ipswich
Suffolk
IP1 2BX

By email: sneeicb.pals@nhs.net

LAWFORD SURGERY

PRACTICE COMPLAINTS PROCEDURE