**COPPULL MEDICAL PRACTICE**

 PATIENT COMPLAINT INFORMATION LEAFLET

**What can you complain about?**

You can complain about any aspect of the service we provide.

**Who can complain?**

* Any patient registered with the practice or previously registered with the practice.
* In certain circumstances a complaint can be made on behalf of someone else, as long as that person has given consent.
* If a patient is incapacitated or unable to give consent, a relative or other representative.
* A complaint can also be made on behalf of someone who has died.

Patients over the age of 16 years whose mental capacity is unimpaired should normally complain themselves. Children under 16 years who are able to do so may also make their own complaint. If someone other than the patient is making the complaint; the patient must have given their consent.

**When can you complain?**

The period for making a complaint is normally:

(a) 12 months from the date on which the event which is the subject of the complaint occurred; or

(b) 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice

**How can you complain?**

You can complain verbally to the practice manager either in person or by telephone or you can put your complaint in writing to:

Caroline Bassett

Practice Manager

Coppull Medical Practice

5 Acreswood Close

Coppull

Chorley

PR7 5EN

Email: lscicb-csr.acreswood-surgery@nhs.net

If you do not wish to complain to the practice manager you can address your complaint to one of the Doctors.

**Who else can deal with your complaint?**

If you do not wish to complain to the practice, you can complaint to Lancashire & South Cumbria integrated care board:

**Telephone:**0800 032 2424

**E-mail:** mlcsu.lscpatientexperience@nhs.net

**Write to us at:** NHS Lancashire and South Cumbria ICB, Jubilee House, Lancashire Business Park, Leyland, PR26 6TR

**If you need help or advice on making a complaint you can contact:**

Independent complaints advocacy service Tel:  0300 456 8350

Patient advice and liaisons services online www.pals.nhs.uk

**If you would like to take your complaint further following our investigation and final response you can contact:**

You should contact the ombudsman within 12 months of your complaint

The Parliamentary Health Service Ombudsman,

Millbank Tower,

Millbank,

London,

SW1P 4QP

Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**How will my complaint be handled?**

(Procedure does not apply to verbal complaints resolved within 24 hours)

* We will acknowledge receipt of a written complaint within 3 working days. If you have made a verbal complaint, we will document your complaint and send you a copy of the documented complaint within 3 working days.
* We will offer a discussion with you about how you would like the complaint to be handled (in person or by telephone), when the investigation is likely to be completed and how long before a response is likely to be received. We will write to you to confirm the agreed arrangement.
* We will ensure you receive a final response as soon as possible and within six months

A copy of our complaints policy is available on request from the Practice Manager