

Advocacy support

- **POhWER** support centre can be contacted via 0300 456 2370
www.pohwer.net
- **Advocacy People** gives advocacy support on 0330 440 9000
www.theadvocacypeople.org.uk
- **Age UK** on 0800 055 6112
www.ageuk.org.uk
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this **PHSO** **webpage** -
www.ombudsman.org.uk/making-complaint/getting-advice-and-support

Further action

If you are dissatisfied with the outcome of your complaint from either Leicester, Leicestershire & Rutland ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

Long Lane Surgery
Beacon House, Long Lane
Coalville, Leicestershire, LE67 4DR

Tel: 01530 445945 Email:
noreply.longlanesurgery@nhs.net



Complaints Process





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Long Lane Surgery. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, Michelle Hunt, Assistant Manager, but note this may need to be a booked appointment.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Corporate Governance Team
NHS Leicester, Leicestershire and
Rutland Integrated Care Board (ICB)
Room G30, Pen Lloyd Building
County Hall, Glenfield
Leicester, LE3 8TB

Telephone: 0116 295 7572
Email: llricb-llr.enquiries@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to noreply.longlanesurgery@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain. The complaints manager will respond to within three business days to acknowledge your complaint. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints

We will investigate all complaints effectively and in conjunction with existing legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

The Practice will always try to resolve complaints quickly and informally where appropriate. When a formal response is needed we will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

