

## **SUPPORT FOR PATIENTS**

### PALS

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel: 0845 602 4384

### POhWER

The NHS Complaints Advocacy Service is:  
POhWER, PO Box 14043, Birmingham, B6 9BL  
Tel: 0300 200 0084  
Website: [www.pohwer.net](http://www.pohwer.net)

If you do not wish to contact the Practice, further guidance may be obtained from:  
NHS England, PO Box 16738, Redditch, B97 9PT  
Tel: 0300 311 2233

## **IF YOU ARE DISSATISFIED WITH THE OUTCOME**

You have the right to approach the Health Service Ombudsmen. The contact details are:

The Parliamentary and Health Service Ombudsmen  
Millbank Tower  
Millbank  
London  
Tel: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **WELTON FAMILY HEALTH CENTRE COMPLAINTS PROCEDURE**

## **INFORMATION FOR PATIENTS**

Welton Family Health Centre  
4 Cliff Road  
Welton  
Lincoln  
Lincolnshire  
LN2 3JH

Tel: 01673 862232  
[www.weltonsurgery.co.uk](http://www.weltonsurgery.co.uk)

## MAKING A COMPLAINT

We are very sorry that we have not met your expectations on this occasion and will endeavour to resolve any issues as efficiently as possible. Many problems can be sorted out quickly and easily, often at the time they arise, with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing**, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened and respond accordingly.

In any event this should be within twelve months of the incident or within twelve months of you discovering the problem, giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority (please see under 'Complaining on behalf of someone else').

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at Reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Please send your written complaint to:

Nadina Prestedge, Practice Manager  
Welton Family Health Centre  
4 Cliff Road  
Welton, Lincoln.  
LN2 3JH

## WHAT WE DO NEXT

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or may be invited to meet with the person(s) concerned at attempt to resolve the issue.

If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from the situation and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete, your complaint will be determined and a final response sent to you. When your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with it.

The final response letter will include details of the results of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can discuss it with a third party.

Please ask at Reception for the complaints form which contains a suitable authority form for the patient to sign to enable to complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevents this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party, and this depends on the wording of the authority provided.