

**If you not satisfied with the Outcome:-**

and wish to complain about service received by the Primary Care Team you may contact:-

**NHS England**  
**-Lancashire Area Team**  
**Preston Business Centre**  
**Level 2—room 207**  
**Watling Street Road**  
**Fulwood**  
**Preston**  
**PR2 8DY**

Or if you wish to complain about service received from secondary care, ie hospitals:-

**Morecambe Bay PALS Centre**  
**Westmorland General Hospital**  
**Burton Road**  
**Kendal**  
**LA9 7RG**  
**Tel: 01539 795497**  
**Email: pals@mbht.nhs.uk**

Ultimately, you have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service**  
**Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London**  
**SW1P 4QP**



*Ash Trees Surgery*

**Market Street**  
**Carnforth**  
**LA5 9JU**  
**Tel: 01524 720000**

**Complaints procedure leaflet**

**Contact Details:**

**FAO Patient Experience**  
**Manager**

## Making a complaint

Most 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 more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are not able to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

### Send your written complaint to:

Patient Experience Manager

Ash Trees Surgery

Market Street

Carnforth

LA5 9JU

### Or email

ats.ashtrees@nhs.net

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 5 working days, and aim to have looked into the matter within 28 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to 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 this, 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.

Where 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.

The final response letter will include details of the result 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 deal with someone else about it.

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 prevent 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 direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.