

The Lighthouse Medical Practice

Complaints, Comments & Feedback Leaflet



The Lighthouse Medical Practice

Main Site

6 College Road
Eastbourne
BN21 4HY
01323 735044

Branch Site

Milfoil Drive
Langney
Eastbourne
BN23 8BR
01323 766358

www.lighthousepractice.co.uk

LET THE PRACTICE KNOW YOUR VIEWS

The Lighthouse Medical Practice is always looking for ways to improve the services it offers to our patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Please tell us about our service by completing a comments form.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in our practice, please let us know.

If you make a complaint it is practice policy to ensure that you are not discriminated against, or subjected to

any negative effect on your care, treatment or support.

HOW TO COMPLAIN

Most administrative issues can be dealt with by our Team Leaders in reception or you can speak to our Administration and Operations Managers: **Claire Carter or Katrina Blunt**, they should be able to help you immediately.

Where the issue cannot be resolved immediately then please contact **Claire Carter who is our Complaints Manager and deals with the majority of the practice complaints.**

If you have a clinical complaint then please contact **Amanda Sayer, Managing Partner or Claire Carter, Complaints Manager.**

The whole team is here to help and support you resolve your issues as quickly and efficiently as possible.

RECEIVING COMPLAINTS

You may complain directly to the practice, either verbally, or by letter.

Alternatively you have the right to complain directly to NHS England, NHS Complaints Advocacy Service, Parliamentary and Health Service Ombudsman or the local CCG.

We can only deal with complaints about the practice and our employed staff. Should your complaint involve any outside organisations you will need to copy your complaint to them, so they are able to respond to you directly.

COMPLAINING ON BEHALF OF SOMEONE ELSE

The practice keeps strictly to the rules of confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

PERIOD WITHIN WHICH COMPLAINTS CAN BE MADE

The NHS complaints procedure may be used within twelve months of the date on which the event occurred or twelve months from the date on which the event comes to the complainants notice. The Complaints Manager/CCG/NHS England has the right to extend the time limits if the complainant has suffered particular distress.

COMPLAINT HANDLING

Your complaint will be acknowledged within 3 working days of receiving them.

You are welcome to come and meet with us to discuss your complaint – please inform us if you wish to do this.

Your complaint will be discussed, thoroughly investigated and a full written response with outcomes and conclusions forwarded to you.

We will keep you updated of the progress of the investigation and any possible delays.

COMPLAINTS THAT CANNOT BE RESOLVED LOCALLY

If we have been unable to resolve your complaint locally within the practice, you have the right to contact the following parties:

NHS Complaints Advocacy Service
0330 440 9000

NHS England
0300 311 22 33

England.contactus@nhs.net

The Parliamentary and Health Service Ombudsman
0345 015 4033

Phso.enquiries@ombudsman.org.uk

CCG

01273 485300

EHSCCG.enquiries@nhs.net