

# Living Well Partnership

Bitterne Park • Botley • Harefield • Ladies Walk • Midanbury • St Lukes • Weston Lane

## Living Well Partnership Complaints Policy

Policy Owner	Operations Director
Date of policy	July 2018
Date of review	July 2020

### Information for patients

If you have a complaint, concern or feedback about the care or service you have received from the Living Well Partnership (LWP), please let us know. We operate a feedback and complaints procedure in line with NHS guidance, to ensure that;

- Complainants receive clear information about the complaints procedure, or advice on where they may obtain assistance with making a complaint
- Complaints are dealt with efficiently
- Complaints are properly acknowledged and investigated
- Complainants are offered the opportunity to discuss their complaint
- Complainants are kept informed of progress and told the outcome
- Appropriate action is taken following a complaint
- Complainants are treated fairly, politely and with respect
- The care and treatment of patients will not be affected as a result of making a complaint

### Giving feedback

Feedback helps us to improve the quality of care and services we provide. You can give good or bad feedback through the 'Friends and Family Test' on our website, online via NHS Choices or My Surgery Feedback, via automated text message following a consultation (applicable sites only), by completing a complaints and comments form available at each of our practices, or you can speak to a member of staff, normally the Reception and Site Lead.

We hope that in most cases, issues can be resolved quickly and easily, often at the time they arise, by discussing your concerns with us. If your problem cannot be resolved in this way, you may wish to make a complaint.

### Making a complaint

If you wish to make a complaint, please let us know **as soon as possible**, to enable us to establish what happened easily and efficiently. If it is not possible to do this, please provide us with details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of the incident coming to your attention.

Bitterne Park Surgery  
Thorold Road  
Southampton  
SO18 1HZ  
Tel: 02380 676809

Ladies Walk Practice  
90 Thornhill Park Road  
Southampton  
SO18 5TS  
Tel: 02380 462492

St Lukes Surgery  
St Lukes Close  
Southampton  
SO30 2US  
Tel: 01489 783422

Weston Lane Centre for Healthy Living  
Weston Lane  
Southampton  
SO19 9GH  
Tel: 02380 449913

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Any complaints received outside of these timescales may not be investigated.

All complaints should be addressed to our Operations Director and should be provided in writing, where possible, or via email to your registered practice. If this cannot happen and your complaint needs to be made verbally, a written record of your complaint will be made.

You may request to discuss your concerns with our Operations Director. It will be a great help if you are as specific as possible about your complaint.

Alternatively, you can contact NHS England, details below, who will be happy to listen to your complaint and assist you with it.

## **NHS England**

PO Box 16738  
Redditch  
B97 9PT  
0300 311 22 33

[england.contactus@nhs.net](mailto:england.contactus@nhs.net) (please write 'For the attention of the complaints team' in the subject line)

[www.england.nhs.uk](http://www.england.nhs.uk)

## **What we will do**

We will acknowledge your complaint and will offer you a discussion about the handling of your complaint within three working days of receipt. If you accept, we will arrange a meeting or telephone call with you. Following this, we will conduct an investigation into your complaint, in order to provide you with an explanation or resolution.

When we investigate your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with the Operations Director if you would like this;
- make sure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem doesn't happen again.

There's no set timeframe within which we will conclude our investigation as it will depend on the nature of your complaint, however, if the response is likely to be delayed for any reason, beyond a three month period, you will be kept informed. If you don't receive a response or decision within 6 months of making a complaint, you should also be told the reason for the delay.

## **Complaining on behalf of someone else**

We adhere to the rules of medical confidentiality, so if you are complaining on behalf of another person over the age of 16, we must have their permission for you to do so. A signed consent by the person concerned will be requested, unless they are incapable of providing this.

If the person is over 16 and their mental capacity is unimpaired, they should normally complain themselves.

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Children under the age of 16 can also complain.

## Getting help with making a complaint

If you need support or advice about making a complaint, the following organisations can help:

- contact your local council via the GOV.UK website, who can direct you to an independent NHS Complaints Advocacy Service in your area;
- visit the Healthwatch website or call Healthwatch England on 03000 683 000; or
- contact Citizens Advice for support on 0344 411 1444.

## If you're not happy with the response to a complaint

We hope that if you have a problem, you will use our complaints procedure in the first instance. We believe this will give us the best chance of addressing and resolving your concerns and provides us with the opportunity to improve our practice.

This does not affect your right to approach the Parliamentary and Health Service Ombudsman if you are dissatisfied with the result of our investigation. The Parliamentary and Health Service Ombudsman is an independent body established to promote improvements in healthcare and other public sector organisations.

You can ask the Parliamentary and Health Service Ombudsman to review your complaint by calling 0345 015 4033 or you can write to them at:

### The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

<http://www.ombudsman.org.uk/>