



Comments Complaints and Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is anyway that you think we can improve the service that we provide.

COMMENT OR SUGGESTIONS

If you have any comments, or suggestions about the service that you have received from the doctors, nurses or staff working for this Practice, please let us know by contacting the Reception Team on 01253 344544. Please leave your name and phone or email address and someone will get back to you.

MAKING A COMPLAINT

We hope that most problems can be sorted out easily and quickly, often at the time they arise, by asking to speak to the Reception Manager. If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days – because this will enable us to establish what has happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident

The Practice Management Team will be pleased to deal with any complaint. You can make your complaint by one of the following:

Verbally – The reception staff will take as many details as possible from you and get the Reception Manager to contact you.

In writing – please give as much information as you can, then either hand in or send your letter of complaint to the Reception / Practice Manager as soon as possible addressing it to:

Bloomfield Medical Centre
118-120 Bloomfield Road
BLACKPOOL
FY1 6JW

Email - bloomfield.medical@nhs.net

WHAT WE DO

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 2 working days and aim to have investigated your complaint within 10 working days of the date when you raised it with us. We shall then be able to offer you an explanation or an opportunity to meet with us.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with us
- Make sure you receive an apology, if appropriate
- Identify what we can do to make sure the problem does not happen again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What can you do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach Lancashire and South Cumbria Integrated Care Board (ICB) and contacting the patient experience team on the details below:

Patient experience team

Jubilee House
Lancashire Business Park
Leyland
PR26 6TR

Freephone: 0800 032 2424

Email: mlcsu.lscpatientexperience@nhs.net

You can complain or give feedback to NHS England

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net stating 'For the attention of the complaints team' in the subject line.

By telephone: (freephone) 0300 311 22 33

Parliamentary and Health Service Ombudsman

If you are unhappy with the way we have handled your complaint, we will undertake further investigation to resolve it to your satisfaction. However, if you are still not happy, you can report it to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman may investigate complaints on your behalf, but only if your complaint has already been investigated locally. There is no charge for this service and the ombudsman is completely independent of the NHS.

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

Telephone: 0345 015 4033 (open 8.30am to 5.30pm, Monday to Friday)

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Help us get it right

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better, by writing to us at the surgery:

Practice Manager
Bloomfield Medical Centre
118-120 Bloomfield Road
BLACKPOOL
FY1 6JW

Email: bloomfield.medical@nhs.net
www.bloomfieldmedical.co.uk