

If you do not wish to complain directly to the practice you can make your complaint by contacting NHS England.

NHS England  
PO Box 16738  
Redditch B97 9PT  
Telephone: 0300 311 2233  
E-mail: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

If you are not satisfied with the practice response to your complaint, you have the right to approach the Ombudsman.

The contact details are:

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

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

You may also approach PALS for help or advice at any time;

The Patient Advice and Liaison Service (PALS) provides confidential, practical advice and support, helping you to sort out any concerns you may have about the care you receive from the NHS.

Tel: 0845 602 4384  
Email: [info@lincspals.nhs.uk](mailto:info@lincspals.nhs.uk)  
Website : [www.lincspals.nhs.uk](http://www.lincspals.nhs.uk)

The Practice Manager, Mrs Suzanne Baxter, is the practice Complaints Manager. The lead GP Partner for complaints handling is Dr Craig Kelly.

*Swineshead Medical Group*

## Complaints Procedure

**Further information  
is available at  
reception**

**Dr Kelly and Partners  
Swineshead Medical Group  
Fairfax House  
Packhorse Lane  
Swineshead  
PE20 3JE**

## 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 unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

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.

### **Send your written complaint to:**

Mrs Suzanne Baxter  
Practice Manager  
Swineshead Medical Group  
Fairfax House, Packhorse Lane  
Swineshead, Lincolnshire  
PE20 3JE

## What we Do Next

We hope to settle complaints as soon as possible.

Sometimes complaints can be resolved quickly and easily to your satisfaction, avoiding the formal written process; whenever possible the practice will hope to do this. However we realise that some complaints will be more complicated and will need to be sent in writing, or you may feel unable to tell us face to face.

We will acknowledge receipt of any written complaint 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 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. If you would like to do so, we will arrange for you to discuss your concerns with the staff involved. When the investigations are complete you will receive a full written response from the practice.

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 unhappy with the response.

Where your complaint involves another 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.

## Complaining on Behalf of Someone Else

We keep to 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 happy for you to deal with the matter on their behalf.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the 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 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.