

# STATION HOUSE SURGERY

STATION ROAD | KENDAL | CUMBRIA | LA9 6SA  
01539 722660 [lscicb-mb.shs@nhs.net](mailto:lscicb-mb.shs@nhs.net)  
[WWW.STATIONHOUSESURGERY.NHS.UK](http://WWW.STATIONHOUSESURGERY.NHS.UK)

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## COMPLAINTS PROCEDURE

Station House Surgery operate a complaints procedure in accordance with the NHS England Complaints Policy. If you have a complaint or concern about the service you have received at Station House Surgery, please let us know. We understand that we may not always get things right, and telling us about the problem you have encountered will allow the practice to examine its services, processes, and ultimately patient experience.

## HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If you have a concern that you would like to discuss in a more informal way, please raise it with a member of the team. Your concern will be fed back to the Practice or Deputy Practice Manager. If your concern cannot be sorted out in this way and you wish to make a formal complaint, please let us know as soon as possible. This enables us to establish what happened more easily. If it is not possible to do that then please let us have details of your complaint either within twelve months of the incident that caused the problem; or within twelve months from the time you discover the matter you wish to complain about.

Please write the specific details of your complaint and address your letter/email to the Practice or Deputy Practice Manager. Alternatively, you could ask for an appointment with the Practice Manager or Deputy Practice Manager, either over the telephone or face to face, to discuss your concerns.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep to strict levels of confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

You can download a Third-Party authority form from our website. Alternatively, we would be more than happy to email the form or provide you with a printed version.

### Is Under 18

- We will assess if the child has capacity to complain on their own behalf
- If they do, but wish for the complaint to be handled on their behalf, we will contact them and if agreed, provide a copy of the 3<sup>rd</sup> Party Complaints Form to be completed

### Is Deceased

- Complaints can be raised by the personal representative of the deceased

### Has Physical or Mental Incapacity

- We would need to be satisfied that the complaint is being made in the best interests of the patient

### Other

- Complainant is registered as the patients Power of Attorney covering health affairs
- Is an MP acting on behalf of and by instruction from a constituent

If you would like this letter or information you receive from us in an alternative format (for example: large print or easy read) or if you need help with communicating with us (for example because you use British Sign Language) please let us know. You can call us on 01539 722660 or email [lscicb-mb.shs@nhs.net](mailto:lscicb-mb.shs@nhs.net)

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We may still need to correspond directly with the patient or may be able to deal directly with the third party. This depends on the wording of the authority provided.

## WHAT WE WILL DO




- We will acknowledge your complaint in writing within three working days of receipt.
- We aim to investigate and provide you with the findings as soon as we can. If the complaint is of a simple nature we'd hope to respond within 10 days. If our investigation will take longer than this we will provide you with regular updates. We shall then be able to offer you an explanation, or a meeting with the people involved.

When we investigate your complaint we shall aim to:

- Deal fully with all aspects of your complaint
- Include a factual chronology of events
- Clearly state what details are from memory, medical notes, or normal practice
- Highlight any actions we have taken, or intend to take, to remedy your concerns

## STATION HOUSE SURGERY – WHO TO COMPLAIN TO

The Practice Manger and Deputy Practice Manager are the persons responsible for Complaints at Station House Surgery. You can contact them:

-  Station House Surgery, Station Road, Kendal, LA9 6SA
-  01539 722660
-  [lscicb-mb.shs@nhs.net](mailto:lscicb-mb.shs@nhs.net)

We hope that you raise any concern or complaint with us directly, as this will give us the opportunity to reflect on and improve our practice.

However, if you do not feel you cannot raise your complaint with us. You should contact the Complaints Manager at NHS England on 0300 311 22 33 or in writing at NHS England, PO Box 16738, Redditch, B97 9PT or by email to [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## ADVOCACY SUPPORT

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services

## PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN (PHSO)

In the event you are unsatisfied by our final response, you can escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033 or in writing at PHSO, Millbank Tower, Millbank, London, SW1P 4QP or by email to [phso.enquires@ombudsman.org.uk](mailto:phso.enquires@ombudsman.org.uk)

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