

# STATION HOUSE SURGERY

## COMPLAINTS PROCEDURE – PATIENT INFORMATION

At Station House Surgery, we are committed to providing high-quality healthcare services. However, we understand that there may be times when things do not meet your expectations. If you have a complaint or concern, please share it with us. This helps us review our services, processes, and overall patient experience to make necessary improvements.

### HOW TO RAISE A CONCERN OR MAKE A COMPLAINT

#### 1. **Informal Resolution:**

We encourage you to raise concerns as soon as they arise. Most issues can often be resolved quickly and informally by speaking with the person involved or another team member.

#### 2. **Formal Complaints:**

If you prefer to make a formal complaint, please do so as soon as possible to help us investigate effectively. Ideally, complaints should be made:

- Within **12 months** of the incident; or
- Within **12 months** of discovering the issue.

Submit your complaint in writing to the **Practice Manager** or **Deputy Practice Manager** via letter or email. You may also request a face-to-face or telephone appointment to discuss your concerns.

### Contact Information:

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

### COMPLAINTS ON BEHALF OF SOMEONE ELSE

If you are complaining on behalf of someone else, please note:

- **Patient Consent:** You will need signed permission from the patient unless they are unable to provide it due to illness or incapacity.
- **Third-Party Consent Form:** Download this form from our website, request it via email, or pick up a printed version from the surgery.

### Specific Scenarios:

#### 1. **For Children (Under 18):**

- We will assess whether the child has the capacity to complain on their own behalf.
- If the child consents, they may authorize someone to complain for them using a Third-Party Consent Form.

#### 2. **For Deceased Patients:**

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

#### 3. **For Patients with Incapacity:**

- Complaints must be made in the patient's best interests.

#### 4. **Other Scenarios:**

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- Complaints may be made by an individual holding a **Power of Attorney** for health affairs or by an **MP** acting on the patient's behalf.

**Note:** Depending on the circumstances, we may need to communicate directly with the patient or the authorized third party.

### WHAT TO EXPECT WHEN YOU COMPLAIN

- **Acknowledgment:** We will confirm receipt of your complaint in writing within **three working days**.
- **Investigation:** We aim to investigate and respond as quickly as possible:
  - Simple issues: Response within **10 working days**.
  - Complex issues: Updates will be provided during the investigation.

Our investigation will:

- Address all aspects of your complaint.
- Provide a clear timeline of events based on available evidence (memory, medical notes, or standard practice).
- Explain any actions we have taken or plan to take to resolve your concerns.

### ADDITIONAL SUPPORT FOR COMPLAINANTS

If you need help to make a complaint, advocacy services are available:

- **POhWER Support Centre:** 0300 456 2370
- **Advocacy People:** 0330 440 9000
- **Age UK:** 0800 055 6112
- **Local Council:** Contact your local council for information on advocacy services.

### ESCALATING YOUR COMPLAINT

If you are not satisfied with our response, you can escalate your complaint to:

#### NHS England

- Phone: 0300 311 22 33
- Address: NHS England, PO Box 16738, Redditch, B97 9PT
- Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

#### Parliamentary and Health Service Ombudsman (PHSO)

- Phone: 0345 015 4033
- Address: PHSO, Millbank Tower, Millbank, London, SW1P 4QP
- Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

We value your feedback and aim to resolve any concerns promptly and effectively. Thank you for helping us improve our services.