Church Lane Medical Centre strives to provide excellent patient experience and a range of high quality services.

In areas you feel we are achieving this we appreciate your compliments. In areas you feel we can improve we also welcome your suggestions and feedback. This can be done via our suggestions box, patient surveys or our form.

We aim to resolve all issues quickly at the time they arise.

In situation where you feel this has not been achieved you may wish to make a formal complaint.

This leaflet aims to clearly outline this process and answer any questions you may have.

If you require help with making your complaint you may contact the Independent Complaints Advocacy Service on 0808 802 3000
The Complaints Procedure

We aim to resolve all issues easily and quickly often at the time they arise. If you wish to make a formal complaint you should do so AS SOON AS POSSIBLE, ideally within a matter of days to enable us to establish accurate details of the incident.

How To Make A Compliment/Complaint/Suggestion

- In writing addressed to the practice manager
- Via our complaints form (available from reception)
- On the phone with the practice manager
- In person with the practice manager

Alternatively you may complain directly to NHS England For the Attention of the Complaints Manager NHS Commissioning Board, PO Box 16738, Redditch, B979PT. Email: England.contactus@nhs.net or telephone 0300 311 22 33 (Mon-Fri 8am-6pm excluding bank holidays)

Complaining On Behalf Of Someone

We adhere strictly to patient confidentiality. To complain on behalf of a patient you must have their permission. Permission signed by the patient will be necessary (unless incapable due to illness or infirmity).

Third party consent forms can be obtained from the reception.

Resolving Your Complaint

1) We will acknowledge your complaint in 3 working days
2) You will be invited for an initial discussion to help plan the investigation and gather further information
3) We aim to investigate within 10 working days. Any delay will be communicated to you with an explanation
4) We will take action to ensure such incidents do not reoccur

You will receive a final letter detailing the outcome of any investigation and an apology.

If you remain dissatisfied with the outcome you may refer the matter to the Parliamentary & Health Service Ombudsman by phone 0345 015 4033 or email phso.enquiries@ombudsman.org.uk

Review of Complaints

An annual review of all complaints take place in March each year to enable us to improve our services.

Church Lane Medical Centre

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