

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

Further action

If you are dissatisfied with the outcome of your complaint from either the Lancashire and South Cumbria Integrated Care Board or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

Roslea Surgery

51 Station Road

Bamber Bridge, PR5 6PE

01772 310100 | scicb-csr.rosleasurgery@nhs.net

The Complaints Process

Roslea Surgery





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Roslea Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager, Chris Blackburn, or the deputy complaints manager, Grace Rudman.

If for any reason you do not want to speak to a member of our staff, then you can request that Lancashire and South Cumbria Integrated Care Board (LSC ICB) investigates your complaint. They will contact us on your behalf:

Lancashire and South Cumbria ICB
Level 3
Christ Church Precinct
County Hall
Fishergate Hill
Preston
PR1 8XB
0800 032 2424
MIcsu.lscpatientexperience@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to lscicb-csr.rosleasurgery@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager or deputy will respond to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints

Roslea Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Roslea Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Roslea Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Roslea Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.