

# Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all of our patients. We are always willing to hear if there is any way that you think we can improve the service we provide.**

## **Making a Complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what has happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem, provided it is within 12 months of the incident
- If your complaint falls outside this timescale it must be stated in the complaint the reasons why the complaint has not been made earlier so that it can be considered with all the relevant information.

Lisa Baldwin, our Practice Manager, will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint;

**In person** – Ask to speak to Lisa Baldwin, an appointment may be necessary

**In writing** – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible, alternatively complaint forms are available at the front desk.

## **Help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

The practice has an active Patient Participation Group, why not become involved in helping to shape the practice to the needs of its patients.

## **What we shall do**

Our complaints procedure is designed to make sure we settle any complaints as quickly as possible

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved

**When we look into your complaint, we shall aim to:**

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure it doesn't happen again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## **Complaint of behalf of someone else**

Please note we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone, we have to know that you have his or her permission to do so. A note signed by the person will be needed, unless they are incapable (because of illness) of providing this.

## **What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right what ever has gone wrong and the opportunity to improve our practice. However, this does not affect your right to approach the local Primary care Trust if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint. You may address your complaint directly to the Primary Care Trust at the following address;

### **Lincolnshire PALS**

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

If you remain dissatisfied with the response to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Health Service Ombudsman is an independent body established to promote improvements in healthcare through an assessment of the performance of those who provide the service. You can contact them on **Tel: 0345 015 4033**, or write to them at:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP

Parkside Medical Centre  
Tawney St  
Boston  
PE21 6PF  
Tel: (01205) 365881  
Fax: (01205) 357583  
Website: [www.parkside-medicalcentre.co.uk](http://www.parkside-medicalcentre.co.uk)

## Comments, Complaints and Suggestions

### SEPSIS IN ADULTS IS A SERIOUS CONDITION

that can initially look like flu, gastroenteritis or a chest infection. Sepsis affects 150,000 people every year in the UK.

The UK Sepsis Trust registered charity number (England & Wales) 1158843

Seek medical help urgently if you develop any or one of the following:

- S**lurred speech or confusion
- E**xtrême shivering or muscle pain
- P**assing no urine (in a day)
- S**evere breathlessness
- I**t feels like you're going to die
- S**kin mottled or discoloured

**JUST ASK**  
"COULD IT BE SEPSIS?"  
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.

Parkside Medical Centre  
Tawney St, Boston  
PE21 6PF  
Tel (01205) 365881  
Web: [www.parkside-medicalcentre.co.uk](http://www.parkside-medicalcentre.co.uk)