

How To Complain

A complaint can be made verbally or in writing. Additionally, you can complain via email to: leicesterterrace.k83014@nhs.net.

Before you make a complaint:

It is important to think about what you want to happen as a result of your complaint, and to make this clear at the beginning. You may want:

- An apology
- Someone to explain what has happened
- Some changes or improvements to be made
- To make sure people recognise their mistakes
- To make sure it does not happen again

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the General Manager who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

Third party complaints

Leicester Terrace Health Care Centre 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.

Complaints & Comments Form

Name: _____

Address: _____

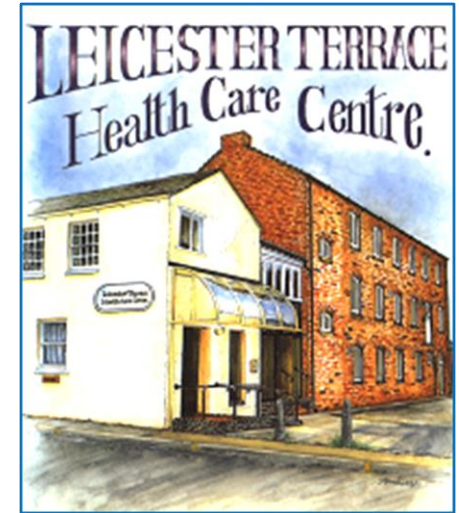
Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____

Complaints & Comments Leaflet



- Partners:
- Dr. Katie Cawston
 - Dr. Subbiyan Revathy
 - Dr. Devi Srinivasan
 - Dr. Shiraz Malik
 - Dr. Hiten Kanani
 - Dr. Mark Dissanayake
 - Dr. Ana Rua

Mrs. Sam Hamilton (Practice Manager)

7-8 Leicester Terrace
Northampton, NN2 6AL
Telephone: 01604 633682

email: leicesterterrace.k83014@nhs.net

Please Take A Copy



Talk to us

Leicester Terrace Health Care Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations, plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

If you feel unable to approach the Practice please contact Northamptonshire Integrated Care Board (ICB)

Tel: 01604 476777

E-mail: northantsicb.patientexperience@nhs.net

Every patient has the right to make a complaint about the treatment or care they have received at Leicester Terrace Health Care Centre.

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.

Confidentiality

Leicester Terrace Health Care Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

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 General Manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@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.

We will acknowledge 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

Leicester Terrace Health Care Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Final response

Leicester Terrace Health Care Centre 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.

Advocacy Service For NHS Complaints

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on Please Find Details Using Web Address Below:

- [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 NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON, SW1P 4QP

or
Citygate, Mosley Street
MANCHESTER
M2 3HQ

Tel: 0345 015 4033

Email: www.ombudsman.org.uk

Textphone (Minicom): 0300 061 4298