

# **The Pendle Medical Partnership**

## **PATIENT COMPLAINT FORM**

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

### **HOW TO COMPLAIN**

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days of the incident or concern. This will enable us to establish what happened more easily.

You should address your complaint in writing or by email to [thependle.medicalpartnership@nhs.net](mailto:thependle.medicalpartnership@nhs.net) (you can use the attached form).

You should be as specific and concise as possible.

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

### **WHAT WE WILL DO**

We will acknowledge your complaint normally within 7 working days and aim to have fully investigated within 28 days of the date it was received. If we think we need more time we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out our findings and the outcome of any practice investigations

### **TAKING IT FURTHER**

If you remain dissatisfied with the outcome you may refer the matter to:

**Dr Michael James Horsfield**  
MBBS MRCP (UK) FRCP Edin  
MRCGP Dip MSK med & rheumatology

**Dr Esther Smith**  
MBChB (1996), DRCOG  
DFFP, MRCGP

**Dr Catherine Taylor**  
MBChB (2006),  
MRCGP Principle GP,  
PCN Lead

Business Manager: **Mr Mark Lunney CMgr.**

**NHS England  
P.O.Box 16738  
Redditch  
B97 9PT**

**Tel0300 311 22 33 (Monday to Friday 8am – 6pm)**

Visit: <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

## **COMPLAINT FORM**

Patient Full Name:

Date of Birth:

Postcode

House No:

Complaint details: (Include dates, times, and names of practice personnel, if known)

SIGNED..... Name.....Date:.....  
(Continue on a separate page if necessary)

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Business Manager: **Mr Mark Lunney CMgr.**