

## We want to hear from you

East Lancashire Medical Services (ELMS) would like to actively encourage you to give your opinion about our services. This can be in the form of any comment, compliment, complaint, suggestion or any other point of view.

## Why your feedback is important to us

We want to make sure that our services meet the needs of the people who use them or those who may be affected by them.

We will pass any information on to the staff concerned and their managers which will help promote good practice across the organisation.

## Making a Complaint

We understand that it may not be an easy decision for you to complain. But we do welcome complaints because we need to know if things have gone wrong. Once we are aware that you have concerns, we can try to put things right and hopefully prevent the situation from arising again in the future. We take all complaints very seriously.

If you wish to make a complaint, you could discuss your concerns with a member of our staff who may be able to solve the problem straight away. If you would prefer to speak to someone who has not been directly involved in your care, you can:

Telephone ELMS Governance on - 01254 752100

Write to us at the FREEPOST address or

E-mail: [comments.elms@nhs.net](mailto:comments.elms@nhs.net)

This leaflet is available in other languages and larger format. For assistance please call on the number above.

Please complete the following section of this leaflet which you can hand to the member of staff on duty or send to us using the FREEPOST address.

Freepost RSKU - KHHB - BEYJ  
Governance Department  
East Lancashire Medical Services  
St Ives House  
Accrington Road  
BLACKBURN  
BB1 2EG



“Have  
your  
say”

# Compliments, Comments and Complaints

We want to hear from you

## How quickly do I have to make a complaint?

It is important that you make your complaint as soon as possible after the event has occurred.

### Local Resolution Stage

When a complaint is received you can expect that:

- Your complaint will be managed in a timely and sensitive manner.
- Your complaint will be acknowledged within 3 working days of receipt.
- We aim to provide a response within 20 working days. If this is not possible you will be kept informed of the reason for the delay.
- Your complaint will not affect your future medical treatment or be filed in your clinical notes
- Your complaint will be investigated thoroughly and sensitively and in strict confidence by an Investigating Officer or Clinical Lead.

### Patient Voices Group

Our Patient Voices Group (PVG) is made up of Volunteers who work with the Company to promote good practice across all the services we deliver. The PVG are happy to act as an advocate on your behalf. For example, They could help to raise your issues with ELMS or even accompany and support you if you need to have meetings and discussions with the company. For more information about the PVG visit them at [www.ELPVG.info](http://www.ELPVG.info) email them at [Patient@ELPVG.info](mailto:Patient@ELPVG.info) or call them on 01254 752130 24hrs

### If you are unhappy with the response to your complaint

If you are unhappy following the response you have received through local resolution, or feel that your concerns have not been fully addressed you may either:

- Contact the investigating officer to discuss the matter further
- Ask for a conciliation meeting with the people directly involved in your complaint. This is called local mediation.

## What happens if you are still not happy?

We hope that we can solve any problems you have through our internal complaints procedures. We believe that this will give us the best opportunity of putting things right for you and the opportunity to improve our practice. However, this does not affect your right to approach NHS ENGLAND.

In general, NHS England commissions most primary care services like GP and dental services. Clinical Commissioning Groups or CCGs oversee the commissioning of secondary care such as hospital and some community services.

Find your local CCG at: [www.nhs.uk](http://www.nhs.uk)

Or contact NHS England on 0300 311 2233

or by email at: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

The **Independent complaints Advocacy Service (ICAS)** is a statutory service assisting people who wish to make a complaint against the NHS. **ICAS** can be contacted on **0845 120 3735**.

If you are dissatisfied with the investigation you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. The Ombudsman can look into Complaints where you have been unfairly treated, or received bad service through a failure on the part of the body providing it. If your Complaint is upheld, they will tell the organisation concerned what they think should be done to put matters right.

**The Ombudsman can be contacted on 0345 015 4033** and their email address is: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Or write to them at:

The Health Service Commissioner (Ombudsman)  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## YOUR COMMENTS:

Date of contact with our service: .....

If you would like us to contact you regarding your compliment, comment or complaint, please complete your details:

Name: .....

Telephone: .....

Email address: .....

**For freepost facility seal this leaflet using the double sided tape strip provided.**