

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the surgery follows strict rules of confidentiality. If you are complaining on behalf of someone else, we need to know that you have his or her permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### COMPLAINING TO OTHER AUTHORITIES

Anyone [using healthcare services provided or funded by Luton CCG] can make a complaint to **NHS Luton Clinical Commissioning Group**.

Luton CCG Complaints Service  
LCCG Feedback Team  
Suite 1, Capability House,  
Silsoe, Bedford,  
Bedfordshire, MK45 4HR

Tel. 01525 864405  
Email: [lccg.feedback@nhs.net](mailto:lccg.feedback@nhs.net)

If you have a genuine concern about a staff member or regulated activity carried on by this surgery or if you have a complaint about the CCG, the NHS 111 service or SEPT, please contact the **Care Quality Commission** Tel. 03000 616161, or alternatively visit the following website: [www.cqc.org.uk](http://www.cqc.org.uk)

### OMBUDSMAN

If you feel that your concerns have not been addressed, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigate complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or Text phone (Minicom): 0300 061 4298

## PRACTICE COMPLAINTS PROCEDURE

**In the first instance if you are concerned, please email or write to us at:**  
[473 Dunstable Road, Luton, Bedfordshire, LU4 8DG](mailto:l.house@nhs.net) or  
email us at [l.house@nhs.net](mailto:l.house@nhs.net)

The surgery operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria set by NHS England.

**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.

Please kindly address all complaints for the attention of the Practice Manager, Mr Ruban Sivasoruban who will ensure your complaint is processed through the correct procedures. **[Mr Ruban Sivasoruban is also the Complaints Manager]**

**You can also submit your complaint to:**

### NHS England

[For Primary Care Services](#)  
(GP, Dentist, Pharmacist or Optician)

NHS England contact details:  
NHS England PO Box 16738  
Redditch B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state:

**'For the attention of the complaints team' in the subject line.**

By telephone: 0300 311 22 33

## Lister House Surgery, Luton

473 Dunstable Road, Luton, Bedfordshire, LU4 8DG

Tel: 01582 578989 Fax: 01582 582074

[www.listerhouseluton.co.uk](http://www.listerhouseluton.co.uk)

## COMPLAINTS & COMMENTS LEAFLET

### LET US KNOW YOUR VIEWS

#### GENERAL Practitioners

**Dr Andrew Ihonor** (Senior Partner-Male)

MBBS FRCOG FWACS FMCOG -- GMC number- 4136695

**Dr Akin Osho** (Partner-Male)

MBBS Lagos 1995 -- GMC number- 5203207

**Dr Taiwo Durojaiye** (Partner-Female)

MBBS Lagos 1989 -- GMC number- 5176463

**Dr Ade Ade** (Partner-Male)

MBBS Jos 1989 -- GMC number- 6106755

#### PRACTICE Nurses

**Violet Newman** (Female)

**Jessica Twumassi** (Female)

#### Healthcare Assistant

**Robeena Nadeem** (Female)

#### PRACTICE Manager

**Ruban Sivasoruban** (Male)

[Also the Complaints Manager]



PLEASE TAKE A COPY

[Revised Dec 2018]

## LET THE PRACTICE KNOW YOUR VIEWS

The surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the surgery 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 surgery continue to build and improve upon the service it offers.

### TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- The staff helpful and courteous?
- Please post in the comments box on the prescription desk

### **ICAS - INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE**

ICAS is a national service that supports and helps people to make their complaint.

Your local ICAS service can be found by calling:  
**0300 456 2370**

## HOW TO COMPLAIN

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 Practice Manager who will try to resolve the issue and offer you further advice on the complaints 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.

This will enable the surgery to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within one year of the incident that caused the problem
- The surgery will acknowledge your complaint within 5 working days.

We may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the surgery looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Identify what the surgery can do to make sure the problem does not happen again

## COMPLAINTS AND COMMENTS FORM

**Print Name:** \_\_\_\_\_

**Address:**  
\_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Date of complaint/comment:** \_\_\_\_\_

**Brief details:**  
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**Signed:** \_\_\_\_\_

Please hand this form to reception or put in the suggestion box in the waiting room

You can also write in your complaint via email or send it to our centre using the address on the front page of this leaflet. You can also hand deliver the complaint by handing it to one of our receptionist marked for the attention of the Practice Manager.