

Compliments, Concerns and complaints

At South West Lincolnshire Clinical Commissioning Group (SWL CCG) we welcome compliments, concerns and complaints and see them as valuable feedback that can help us improve our services. We want to know when we do something well or could do something better.

Our aim is to commission (buy) first-rate health care in South West Lincolnshire and we want to hear when things go really well. It might be that a member of staff has gone the extra mile or the care you received exceeded your expectation then please share your experience with us by contacting us.

We have formal procedures for reporting concerns and complaints so if you have a compliment, complaint or concern about an NHS service e.g. a hospital, GP, dentist, optometrist or pharmacist then please let us know.

What to do if you are unhappy

If you are particularly unhappy about the care or treatment you have received, in the first instance, you should make contact with the person or service that provided that care. If you feel you cannot do this, or would prefer not to, then contact the complaints team here at the CCG and we can look in to that for you.

If you choose to make a formal complaint you should make your complaint as soon as possible. The time limit for a complaint is normally twelve months from the date the event happened, or twelve months from the date you first became aware of it.



South West Lincolnshire Clinical Commissioning Group

At South West Lincolnshire CCG, we welcome comments and complaints regarding:

- Services managed by the CCG
- Actions, behaviour or attitude of anyone employed by the CCG
- Decisions that are made about the services the CCGs purchases
- The Individual Funding Request process
- The Continuing Healthcare process


If you unhappy about the health care you have received or would like to share your experience, you can contact us by using one of the following:

Telephone: 01476 406526

Email: SWLCCG.complaints@nhs.net

Write: Complaints & Quality Team
South West Lincolnshire CCG
South Kesteven District Council Offices
St Peters Hill, Grantham, NG31 6PZ



Lincolnshire Community Health Services 
NHS Trust

Putting you first is at the heart of everything we do

Lincolnshire Community Health Services (LCHS) is the largest provider of community healthcare services in the county of Lincolnshire. The services it provides:

- Community Hospitals
- Minor Injuries Units
- Community Nursing
- Out of Hours Service
- Walk-in Centres
- Community Nursing
- Health Visiting and school nursing

If you have a query or concern, in the first instance, you can contact PALS service:

Telephone: 0845 602 4384

Email: info@lincspals.nhs.uk

If you wish to make a formal complaint, please contact the LCHS Complaints Team:

Telephone: 01529 220356

Email: complaints2@lincs-chs.nhs.uk

Write: LCHS Complaints and Claims Team

Bridge House

Unit 16, The Point

Lions Way

Sleaford NG34 8GG

United Lincolnshire Hospitals

NHS Trust

ULHT - Grantham Hospital, Lincoln County Hospital, Boston Pilgrim Hospital

Please ask to speak to a member of staff as soon as you can. They will listen to your concerns and take action to ensure these are investigated and addressed as appropriate. Or write to us at:

Chief Executive ULH NHS Trust
Lincoln County Hospital
Greetwell Road
Lincoln
LN2 5QY

Email: complaintsulh@ulh.nhs.uk or

You can also contact the Patient Advisory Liaison Service (PALS) staff to assist you.

Telephone: 01476 464861 / 464862

Email: PALS@ulh.nhs.uk

GPs, Dentists, Optometrists & Pharmacists

Initially, you should speak to the Practice Manager to discuss your concerns directly with them. If not:

Telephone: 0300 311 2233

Email: England.contactus@nhs.net

Write: NHS England Customer Contact Centre
PO Box 16738

Redditch B97 9PT

Specialist health services for people with a learning disability, mental health, and drug or alcohol problem.

You can raise concerns immediately by speaking to a member of staff – doctor or nurse. Or, you can contact the customer services team on:

Telephone: 01529 222266

Email: PALS@lpft.nhs.uk

Write: FREEPOST Plus RSAZ-SJHU-CKYK

Customer Services Team
Lincolnshire Partnership NHS Foundation Trust
Trust Headquarters
Unit 8 The Point, Lions Way
Sleaford, NG34 8GG

healthwatch Lincolnshire

Healthwatch will give people an independent, powerful voice locally and nationally.

Healthwatch Lincolnshire works with Lincolnshire residents to get the best out of their local health and social care services. Contact Healthwatch:

Telephone: 01205 820892

Email: info@healthwatchlincolnshire.co.uk

Web: www.healthwatchlincolnshire.co.uk

Write: Healthwatch Lincolnshire

Unit 12, 1-2 North End
Swineshead
Boston
PE20 2LR

POhWER

advocacy, making your voice heard

You can get help in making a complaint from an organisation called POhWER. POhWER is a free, confidential service and is independent of the NHS.

Telephone: 0300 456 2370 (local rate)

Email: pohwer@powher.net

Web: www.pohwer.net

Write: P.O. Box 14043

Birmingham
B6 9BL

Parliamentary and Health Service Ombudsman

If you remain dissatisfied with the outcome of your complaint when the local resolution process is complete, you can contact the Parliamentary and Health Service Ombudsman (PHSO), who can review how your complaint has been handled.

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Write: PHSO

Millbank Tower
Millbank
London SW1P 4OP

If you are not a resident of South West Lincolnshire but would like to make a complaint, please contact us on 01476 406526 or email us on SWLCCG.complaints@nhs.net and we can direct you to the correct clinical commissioning group.

Please let us know if you require this leaflet in larger print on:

Telephone: 01476 406526

Email: SWLCCG.complaints@nhs.net

Do you have something you want to tell the NHS? Do you need to complain about the NHS? Read this document and it will tell you who to contact.



South West Lincolnshire Clinical Commissioning Group
South Kesteven District Council Offices,
St Peters Hill, Grantham, NG31 6PZ
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