

Get in Touch



Telephone:

01744 624 452



Email:

Southpcnhr@
sthelensccg.nhs.uk



Website:

www.sthelenssouthpcnltltd.co.uk



Write to:

FAO: Complaints Manager
St Helens South PCN Ltd
The Bowery HUB
Elephant Lane
Thatto Heath
WA9 5PR



Complaints should normally be made
within 12 months of the incident

Your Health • Your Community • Your Future

Our Complaints Procedure

We aim to make our complaints process:



Easy to Access



Fair & Transparent



Confidential



Responsive & Supportive

Who can Complain?

- Patients
- Carers
- Family Members
- Representatives acting on behalf of a patient

Complaints may relate to:



Care or treatment received



Staff attitude or behaviour



Communication Issues



Delays or access to services



Administrative concerns



Any aspect of the service we provide



St Helens South PCN

Have Your Say!



Your Voice Matters

If you are unhappy with any aspect of the care, treatment, or service you have received, we want to hear from you so we can work towards resolving the issue fairly, sensitively, and promptly.

Comments, Concerns & Complaints

We are here to listen and improve.

At St Helens South PCN, we welcome feedback about your care and experience.

Your comments, concerns and complaints help us improve our services and ensure patients receive safe, high-quality care.

Your Health • Your Community • Your Future



How to make a Complaint

You can raise a complaint:

In person

Speak to a member of our team

By Telephone:

Call us on: 01744 624 452

By Email:

Southpcnhr@sthelensccg.nhs.uk

In Writing:

Write to our Complaints Manager
(Address on back panel)



All complaints are acknowledged within three working days & handled in accordance with NHS Complaints Regulations & the St Helens South PCN Complaints Policy

What Happens Next?

Stage 1 - Local Resolution

- 1 Your complaint is received & logged
- 2 We acknowledge your complaint within 5 working days
- 3 The complaint is investigated by the appropriate manager
- 4 We keep you updated throughout the process
- 5 A written response is provided, explaining our findings & any actions taken



Where appropriate, we will apologise and explain any learning or service improvements resulting from your complaint

www.sthelenssouthpcnld.co.uk

If you're not satisfied?

If you remain dissatisfied after receiving our final response, you may contact the Parliamentary & Health Service Ombudsman (PHSO) for an independent review.



**Parliamentary & Health Service
Ombudsman (PHSO)**

Website: ombudsman.org.uk

Telephone: 0345 015 4033

Need Support?

Independent advocacy support is available through:

- ✓ Healthwatch St Helens
- ✓ POhWER Advocacy
- ✓ SeAP Advocacy
- ✓ AGE UK



We treat all complaints confidentially & use feedback to improve our services for patients & carers