

Advocacy support

POhWER support centre can be contacted via 0300 456 2370

SeAp Advocacy gives advocacy support on 0330 440 9000

Age UK on 0800 055 6112

Voiceability - Can support those with Learning Disabilities or provide easy to read information

www.voiceability.org/support-and-help/services-by-location/blackburn

Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)

Milbank Tower

Milbank

London

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

Patient Complaint Process Leaflet February 2026

Darwen Healthcare *Where your health Matters*



The Complaints Process Leaflet



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Darwen Healthcare

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Practice Manager Aleasha McIntosh or Deputy Practice Manager Klm Cunningham. The Lead GP for complaints is Dr. S Hafez

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to darwen.healthcare@nhs.net or by letter to:

The Practice Manager, Darwen Healthcare, Darwen Health Centre
James Street West, Darwen, BB3 1PY
Telephone: 01254 226691

If you do not want to speak to the Practice

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) that commissions health services across Lancashire & South Cumbria or NHS England to investigate your complaint. They will contact us on your behalf:

you can contact the ICB's Patient Experience team at:

Telephone – 0300 373 3550

Email – [scicb-fw.
patientexperience@nhs.net](mailto:scicb-fw.patientexperience@nhs.net)

Post - NHS Lancashire and South Cumbria Integrated Care Board, Patient Experience Team, County Hall, Preston PR1 8XB.

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Practice will respond to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Darwen Healthcare will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Darwen Healthcare will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Darwen Healthcare allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Darwen Healthcare will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy available on request.