

## ABOUT US

Fylde Sports Injury Clinic (FYSICL) exists to provide the highest standards of service to patients with acute and chronic injuries and any other issues related to activity, sports, exercise and the musculoskeletal system, from head to toe, from young to old, from those doing everyday activities to elite professional athletes. We aim to provide the same standards of care and thoughtful management to everyone, irrespective of your background.

However, we appreciate that there may be times when the service has not met your expectations. We log all concerns raised and have a robust and transparent system to investigate, respond and reflect. Lessons learned from feedback will also be used where appropriate to improve our service, and no-one will be discriminated against for making a casual or formal complaint.

## OUR COMPLAINTS CONCERNS FEEDBACK PROCESS

### • INVESTIGATION

Your feedback – formal or informal – will be investigated. This will include gathering all relevant documentation including patient records and phone recordings. We will link with the clinician or member of staff involved in your episode of care.

### • REVIEW

The review of the investigation will, as appropriate, be undertaken by the Medical Director.

### • RESPOND

If a response is required, we will provide this within agreed timescales, and ensure you are informed of any delays and the reasons for these.

Company House Registration: 11931024 Registered  
Office at clinic Address

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

## FYLDE SPORTS INJURY CLINIC

Striving to help you overcome injury,  
resume activity and regain fitness

**whoever you are  
whatever your age  
wherever your activity**

**8 St Georges Court  
Kirkham  
Lancashire  
PR4 2EF**

**Tel: 01772802200  
Mob: 07907 002561**

**E. [info@fyscial.co.uk](mailto:info@fyscial.co.uk)**

**[www.fyscial.co.uk](http://www.fyscial.co.uk)**

**SERVICE OFFERED  
Musculoskeletal and Sports Medicine.**

If you require further information, please visit our website or contact a member of our reception team on 01772802200. Thank you.

**FYSICL**  
FYLDE SPORTS INJURY CLINIC

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FYLDE SPORTS INJURY CLINIC

**Specialising in Musculoskeletal  
& Sports Medicine.**

**COMPLAINTS CONCERNS FEEDBACK**



## COMPLAINTS & CONCERNS FEEDBACK

### Who can give feedback?

Feedback can come from the patient or an authorised representative. In the event of a formal complaint, or any issue where a response is required, we have a duty of care to ensure consent is received from the patient or, if the patient is not in a position to provide this, from an individual with the appropriate legal status.

### Types of Feedback?

FYSICL welcomes all feedback including positive comment or formal and informal complaints, and helpful suggestions on ways to improve the clinic.

## RESPONSE PROCESS

### What You can expect from us

- Acknowledgement:

We will acknowledge your feedback within 3 working days.

You will be given a reference number and the name of the person to contact if you have any queries during the investigation.

- Investigation:

Your feedback – formal or informal – will be investigated. This will include gathering all relevant documentation including patient records and phone recordings. We will link with the clinician or member of staff involved in your episode of care.

- Policy:

FYSICL reassures patients it has a written policy on complaints handling. It is reviewed annually, and is checked and approved by CQC inspectors.

### Formal Complaint

- Complaints should be made within 12 months of the event, or within 12 months of the matter coming to your attention.

A standard complaints form is available on request, or can be emailed to you.

- ## Independent support when making complaint

If you feel that you need additional support, you can contact the following:

- Citizens Advice Bureau  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) Tel:  
03444 111 444  
Text: 03444 111 445

- HCPC (health & care professions council)  
Tel: 0300 500 6184  
<https://www.hcpc-uk.org/public/what-should-i-do-if-i-am-unhappy-with-an-hcpc-registered-professional/>

- General Medical Council  
[www.gmc-uk.org/concerns/raise-a-concern-about-a-doctor](http://www.gmc-uk.org/concerns/raise-a-concern-about-a-doctor)  
Tel 0161 923 6602

- The Patients Association  
[www.patients-association.org.uk](http://www.patients-association.org.uk) Tel:  
0800 345 7115

## If you are not satisfied with the response

Dr Robertson/FYSICL is a full member of the Independent Doctors Federation (IDF). <https://www.idf.uk.net/>. As part of its membership, IDF offer a wholly impartial and independent complaints service. Therefore, for any patients who are not satisfied with all local efforts at resolution via Fylde Sports Injury Clinics own process, as Clinical Director, Dr Robertson will then redirect – and escalate – your complaint to IDF. The Independent Doctors Federation complaints team will then handle your concerns independently, and the clinic will respect and comply with the outcome.

## Informal concern

You may prefer to avoid the formal complaints procedure but wish to raise a concern in order that we may learn from it and reduce the risk of a similar situation arising with future patients.

## Positive Comments

Both clinical & non-clinical staff appreciate receiving positive feedback from patients. The clinic was created to support the care of painful/restricting injuries and joint symptoms, and positive encouragement for the service is welcome. No service is ever perfect, but we strive to provide the best unhurried and professional care within our resources.

