



Spilsby Surgery Update

Members of the community have raised concerns about the services currently provided at Spilsby Surgery, particularly in relation to the dispensary and access to medication. The surgery is currently undergoing a major restructure, and as such services are being delivered by locum doctors and agency admin' staff.

If you are dissatisfied and wish to make a complaint to the commissioner you are advised to contact the ICB (Integrated Care Board). This organisation has the statutory duty for commissioning- or buying local health services.

As Commissioners of local health services, a ICB is responsible for planning the right services to meet the needs of local people.

Contact Integrated Care Board (ICB).

Tel: 01522 - 309299 (Office hours are 9.00am to 5.00pm Monday to Friday)

Email : Licb-feedbacklincolnshireicb@nhs.net

Address: Writing to us at : NHS Lincolnshire Integrated Care Board, Complaints and Customer Care Team, Bridge House, The Point, Lions Way, Sleaford NG34 8GG

Parliamentary and Health Ombudsman

You can contact the Parliamentary and Health Service Ombudsman (PHSO). The PHSO can review the way in which your complaint has been handled, but you will need to contact the Ombudsman about your case within 12 months of the final local outcome of your complaint.

Contact details:

Phone: 0345 015 4033

Email: PHSO.enquiries@ombudsman.org.uk

Address: Millbank Tower, Millbank, London, SW19 4QP

