

Prescription Direction Complaint Form

GM LPC Form-008 v1

14 July 2017

Date complaint received:	Click or tap to enter a date.	By Telephone or in writing:	Click or tap here to enter text.
Pharmacy or GP?	Click or tap here to enter text.		
Name of Complainant:	Click or tap here to enter text.	Name of Pharmacy/GP Practice:	Click or tap here to enter text.
Contact Details:	Click or tap here to enter text.		
Nature of Complaint:			
Click or tap here to enter text.			
Can the LPC facilitate discussions with both parties: Yes / No			
Click or tap here to enter text.			
If Yes: Go to next Steps			
If No:	Refer to Monica Roper NHSE – england.gmtop@nhs.net / CCG / GPHC etc		
Next Steps:	Click or tap here to enter text.		
Conversation with each party (independent)	Click or tap here to enter text.		
Potential Joint Meeting (Resolution meeting)	Click or tap here to enter text.		
Complaint Resolved	Yes or No		
If Yes; add sign off date and give brief update of outcome	Click or tap here to enter text.		
If No; Add date & Refer to NHSE	Click or tap here to enter text.		

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<p>Ensure you have copies of all correspondence</p>	<p>Click or tap here to enter text.</p>
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