



Lyme Disease Action

Complaints Workshop Summary

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Important Principles

- Involve PALS (Patient and Advice Liaison Service) from the very beginning, before you start a complaint
- Take your time when writing
- In your letter:
 - Make it clear and easy to follow
 - State what happened in chronological order with dates and names of doctors and others
 - Explain the impact on the patient and family
 - Include everything - you can't add another aspect later
 - Be clear on what outcome you want
- If you have a meeting, take a photo of the patient (if they are too ill or have died) this helps make it personal, not just a file case.
- Contact LDA@LymeDiseaseAction.org.uk if you want some help.

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