

Complaining to other authorities

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. This will give us the chance of putting right what has gone wrong and an opportunity to improve our practice.

However, if you feel you cannot raise your complaint with us, you can contact the following bodies:

Patient Advisory Liaison Service (PALS)

Tel: 020 7288 5551 and Email: whh-tr.whitthealthPALS@nhs.net

Independent Complaints and Advocacy Service (ICAS)

Tel: 0300 330 5454 and Email: nhscomplaints@voiceability.org

Contacting the care quality commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

What if you are still not happy?

If you are unhappy with the result of your complaint you can appeal to the Parliamentary and Health Service Ombudsman.

This cannot be your first port of call; you must first complain to us or to NHS England.

The Ombudsman can only help after

- ~ we or NHS England have finished looking at your complaint
- ~ or if your complaint has not been sorted out after six months.

Tel:0345 015 4033 and Email:phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk/make-a-complaint

PRACTICE

COMPLAINTS

PROCEDURE

The Medical Centre
140 Holloway Road
London N7 8DD

Tel 020 7607 8259
Fax 020 7609 8803

At the Medical Centre we are committed to providing high quality healthcare and services to patients.

We always try our best to get things right, but in a busy practice mistakes can happen. When they do, it is important to put things right quickly and to use the experience to prevent future problems.

We expect that most problems can be sorted out easily and quickly, with the person concerned.

Complain to us

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident.

Or complain to NHS England

If you don't feel comfortable complaining to us, you can complain directly to NHS England instead.

You will need to give them all the relevant information. They will then contact us to investigate.

Email: england.contactus@nhs.net

Post: NHS England, PO Box 16738, Redditch B97 9PT

Tel. 0300 311 22 33

But you can't do both

If you are unhappy with the way we deal with your complaint, you cannot then complain to NHS England. You must do one or the other, but you can still appeal.

How to complain

Complaints should be addressed to the practice manager, Miss Indre Petkute by post or via email to indre.petkute@nhs.net if she is not available in person. She will make sure that your concerns are dealt with promptly.

What we shall do

We shall normally acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we'll aim to:

- find out what happened;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- identify what we can do to make sure the problem does not happen again;
- make sure you receive an apology where this is appropriate.

Complaining on behalf of someone else

If you are complaining on behalf of someone else, we need to know that you have the permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Support making your complaint

You can check www.nhscomplaintsadvocacy.org for information to support you to make a complaint by yourself.