

You can contact Central London Healthcare on 0207 535 8300 or via our website:
<https://www.centrallondonhealthcare.co.uk/contact-us/patient-feedback/>

Your complaint to CLH will be acknowledged within two working days and all complaints will be investigated and the outcome of your complaint communicated to you within 21 working days unless an alternative timescale has been agreed with you.

What if you are dissatisfied with the response from Central London Healthcare?

If you are not satisfied with the response, you have the right to take the complaint to the Health Service Ombudsman. The Ombudsman is independent of the government and the NHS. You can write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Email: phso.enquires@ombudsman.org.uk

Telephone: 0345 015 4033

Helpful Contact Details

If you need support with making your complaint you can contact the NHS Complaints Advocacy Service. The NHS Complaints Advocacy Service is a free independent service that provides advocacy support to people who wish to make a complaint against the service received from the NHS.

Telephone: 0300 330 5454

Fax: 0845 337 3066

Email: nhscomplaints@voiceability.org

Website: <http://nhscomplaintsadvocacy.org>

Partnership in Practice

Your GP surgery is working in partnership with other surgeries in Westminster to make more medical services available to you locally. These services are delivered on behalf of Central London Healthcare, a local organisation run by all Westminster Surgeries designed to promote joint working and improve the services that patients receive from General Practice. This means that you might be seen at a local practice rather than the one you are registered at for some of these services.

Which services are contained within Partnership in Practice?

1. Diagnostic Spirometry
To help diagnose and monitor certain lung conditions.
2. Warfarin Monitoring
Regular blood test to ensure your anticoagulant dose is correct.
3. Warfarin Advanced Monitoring
Starting anticoagulant and monitoring any complexities.
4. Other Drug Monitoring
Regular blood tests to ensure certain drugs are not causing unwanted side effects.
5. ECG
Test to check your heart's rhythm and electrical activity.
6. Ambulatory Blood Pressure Monitoring
Helps diagnose blood pressure problems by measuring your blood pressure throughout the course of a day
7. Diabetic care
Management of diabetes and high risk of diabetes
8. Mental Illness and Mental Health Problems
Management of mental health problems and annual physical health review
9. Wound Care
10. General Blood Testing
11. Proactive Care Planning

To support patients at high risk of hospital admission or those with complex health and/or social care needs

12. Extended GP Hours

GP and Practice Nurse Appointments available to you from 6:30 – 8pm Monday-Friday and from 8am-8pm on Saturday and Sunday at hub sites in Westminster.

If you are unsure whether or not you have received a Partnership in Practice service then please check with the Practice Manager at your surgery.

Complaints, concerns and compliments

Your feedback will not only ensure that any concerns you have will be properly addressed but will help us to improve the service for all patients.

Making a complaint will not put your care at risk or adversely affect your future care.

If you have any comments or are not satisfied with one of the services provided, please contact the GP surgery where you had the service. Patients are encouraged to complete a Patient Feedback form to help the GP surgery fully investigate the complaint; complaints may also be made verbally.

Who can make a complaint?

Anyone can make a complaint. You can complain on behalf of a child, or someone who has died. If you have another person's permission, you can complain on their behalf.

We will require written consent from the patient outlining what the issue is and that you are able to represent them, in order to deal with the complaint.

If the patient is unable to give this consent due to illness or accident, it will still be possible to deal with the complaint. You will need to provide the precise details and circumstances.

Please note that we are unable to discuss any issues relating to someone else's medical information, unless given express permission in accordance with current data protection legislation.

What happens once you have made a complaint?

Once you make a complaint to the Practice Manager or nominated lead at the GP surgery you will receive an acknowledgement within three working days. All complaints will be investigated and the outcome of your complaint communicated to you in accordance with the surgery's policy.

Is there a time limit for making a complaint?

Your complaint should be made as soon as possible but no later than one year after the incident you want to complain about.

What if you are not satisfied with the response?

Central London Healthcare will be made aware of all complaints made about the services contained within Partnership in Practice. Your complaint will be used to improve service delivery, for example, by providing further training.

If you are not satisfied that your complaint has been addressed by the surgery then you can complain directly to Central London Healthcare. Further, if for any reason you feel unable to make your complaint to the surgery directly in the first place then you can also make the complaint to Central London Healthcare by writing or emailing:

Managing Director
Central London Healthcare
1b Harewood Row
London
NW1 6SE

clh.corporate@nhs.net