



If you are unhappy with any aspect of your care or the service we provide, you can ask to speak with the Complaints Manager, Amanda Gaffney.

If Amanda is unavailable Jeanette will try to assist. They will explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

Other Options

If you feel that you can not raise your concern with us, or you are dissatisfied with the response received from us, you can contact NHS Advocacy Service, who supports patients in making a complaint.

You can call the advocacy service on:

0300 330 5454

Fax: 0330 088 3762

nhscomplaints@voiceability.org

The Ombudsman

As a last resort, if you are not happy with the response from the practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's complaints helpline on:

0345 015 4033

Or you can write to them at:

The Parliamentary Health Service Ombudsman

Millbank Tower,

Millbank,

London,

SW1P 4QP

More information can be found on their website:
<http://www.ombudsman.org.uk>

All complaints are treated in the strictest confidence. Making a complaint will not affect your treatment or care.

COMMENTS

IF YOU FEEL YOU WOULD LIKE TO MAKE A COMMENT ABOUT THE PRACTICE, OR THE SERVICES WE PROVIDE, PLEASE USE OUR:

'HAVE YOUR SAY'

COMMENTS BOX WHICH IS LOCATED IN THE WAITING ROOM.

WE PROVIDE THE PAPER SO YOU CAN GIVE US YOUR THOUGHTS!

Should you wish to discuss any part of this document with the Complaints Manager, Jeanette Creaser, please ask the Receptionist to arrange this for you.



Lisson Grove Health Centre

ADDRESS

Gateforth Street
LONDON
NW8 8EG

Phone: 020 3370 1940

Email: lissongrovehc@nhs.net

Website: www.lissongrovehealthcentre.co.uk

► **Practice Complaints Policy**

***We would like to work
in Partnership with our
patients to improve the
services we offer.***

**Complaints Officer;
Ms Jeanette Creaser**

**Complaints Manager:
Ms Amanda Gaffney**

Putting Patients First



How to complain — The practice's complaints procedure

Understanding Your Views

We are always looking for ways to improve our service and to do this effectively we want you to tell us about the service you receive.



We want to help you to receive the best possible service.

We are aware that things can go wrong, resulting in a patient feeling that they have a

genuine cause for complaint. If this is so, we wish for the complaint to be settled as amicably as possible within a reasonable timeframe. Our practice follows the NHS Complaints Procedure: more information can be found at: <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

NHS Complaints Procedure

If you have a complaint about the service you have received, or any member of staff working in this practice, please let us know. The Practice operates a Complaints Procedure which meets the national NHS criteria and requirement.

We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within 14 working days.

On investigation we shall aim to

- ⇒ Make it possible for you to discuss the problem with the Complaints Officer and Manager;
- ⇒ Make sure you receive an apology, where this is appropriate;
- ⇒ Identify what we can do to avoid the problem recurring



How to complain

Most problems are sorted out quickly and easily, often at the time they arise with the person concerned and this maybe the approach you would like to try first.

If you want to have the opportunity to speak to someone more senior, our Complaints/Practice Manager is here everyday between 9am-3pm or you can speak to the complaints officer.

Where you are not able to resolve your complaint in this way and wish to make a more formal complaint you should do so, preferably in writing, as soon as possible after the event. You need to complain:

- ⇒ Within 12 months of the incident; or
- ⇒ Within 12 months of you discovering that you have a complaint and giving as much detail as you can.

You can send us your written complaint to:

The Complaints Manager, Lisson Grove Health Centre, Gateforth Street, London NW8 8EG

Or email us on: lissongrovehc@nhs.net

Complaining on Behalf of Someone Else

You may also make a complaint on behalf of someone else, provided you have their consent, and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation will be given.

More than one organisation involved

Where your complaint involves one or more organisations e.g. Social Services, we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this. Where your complaint has initially been sent to an incorrect organisation we may seek your consent to forward this to the right person to deal with it.

What we do next

We look to settle your complaint as soon as possible.

We will acknowledge your complaint within 3 working days and aim to have looked into the matter within 14 working days.

You may then receive a formal reply, or you may be invited to a meeting with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses. When the investigation is complete we will send you a final response.

When we look into a complaint, we attempt to see what has happened and why. We see if we can learn from it so it doesn't happen to anyone else.