



PATIENT INFORMATION LEAFLET

MAKING A COMPLAINT

Address: Eastcote Health Centre
Abbotsbury Gardens
Eastcote, Pinner
Middlesex, HA5 1TG

Telephone: 0208 866 0075

Fax: 0208 429 3087

List of GPs : Dr Brewerton, Dr Hall,
Dr Akhtar, Dr Ghani

Practice Manager: Mandy Barrett

The doctors and staff at this practice are committed to providing high quality healthcare and services to patients.

If you have a complaint or concern about the service you have received from the practice, please let us know.

We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria.

How to Complain

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try to sort them out.

If you wish to make a complaint please let us have the details of your complaint as soon as possible so we can find out what happened.

You can ask for an appointment with The Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It helps us if you can give us full details as possible about your complaint.

You need to make your complaint within 12 months of the incident that caused the problem OR within 12 months of discovering that you have a problem relating to a specific incident.

What We Will Do

We will contact you about your complaint within 3 working days and discuss with you the best way to

investigate it, including the time scales for a reply. We will aim to offer you an explanation within that time frame, or a meeting with the people involved.

We will look into your complaint to: -

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like to do this.
- Apologise where appropriate
- Identify what we can do to make sure that the problem does not happen again.

Complaining on Behalf of Someone Else

Medical records are protected by the Data Protection Act (1998). If you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by person concerned will be needed unless they are incapable (i.e. due to illness) of providing this.

Getting Help

The independent Complaints Advocacy Service (ICAS) can provide free impartial support when you are making a complaint. They can help to draft or write a letter, arrange interpreting or can accompany you to a meeting. Email www.pohwer.net or call them on 08453373058.

If you prefer you can phone or write to the complaints department at NHS England.

Their staff will aim to try and sort out complaints and can make enquiries on your behalf.

NHS England
PO Box 16738
Redditch
B97 9PT

Email: nhscomissioningboard@hscic.gov.uk

Phone: 0300 311 22 33

If You Are Not Satisfied

If you are not satisfied with the way we have dealt with your complaint, you can contact the Health Service Ombudsman on 0845 015 4033. Their website is www.ombudsman.org.uk.

Address : PO Box 1021
Warrington
WA4 9FE

Remember

We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

All complaints are treated with the strictest confidence.

Making a complaint will not affect your treatment.

Last Updated April 2016