

If you are dissatisfied

You have the right to approach the NHS England if you feel your complaint has not been resolved at local level (the Practice) following that the Health Service Ombudsman. The contact details are:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233

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

Tel: 0345 0154033

Website: www.ombudsman.org.uk

For the elderly and Disabled patients further assistance can be obtained from NHS Complaints Advocacy Team:-

Helpline: 0300 330 5454

Email: nhscomplaints@voiceability.org

You may also approach PALS for help or advice;

The NHS North Central London Patient Advice and Liaison Service (PALS) is based at Stephenson House, 75 Hampstead Road, London NW1 2PL who provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel: 020 3317 3003

Email: pals.ncl@nclondon.nhs.uk

The practice Complaints Manager is:

Ms Caroline Peters



**Oak Lodge Medical
Centre**

Complaints Procedure

'Most patients are happy with the care they receive at Oak Lodge Medical Centre, but we realise that there may be times when we do not get things right, if so we are here to listen'.

This leaflet is designed to help you to get a better understanding on how to make a complaint.

Making a complaint

We aim to deliver high quality of service with an open and honest approach. However at times you may feel we have fallen below the standards, if so we need to know about it.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. If you are experiencing difficulties in writing the complaint a member of staff will be able to assist and pass on the details to the practice manager. In any event, this should be:

- Within 12 months of the incident,
- or after 12 months of the incident with much detail as possible given regarding the incident

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Ms Caroline Peters

Practice Manager

234 Burnt Oak Broadway, Edgware, HA8 0AP

What We do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet 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 looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.