## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Hendon Way Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

- Royal Free PALS service: 020 7472 6446/6447
   Monday Friday 9:00am-5:00pm (020 7472 6445 24 hour answer phone)
   Email: rf.pals@nhs.net
- Barnet Hospital PALS service: Tel: 0208 216
   4924 Monday Friday (9:00 am 5:00 pm)
- Email: bcfpals@nhs.net
- NCL ICB email: <u>nclicb.complaints@nhs.net</u>
   Website:
  - https://nclhealthandcare.org.uk/about/advice
    -compliments-and-complaints/
- NHS England: england.contactus@nhs.net 0300 311 22 33

### **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: <a href="http://www.cqc.org.uk">http://www.cqc.org.uk</a>

### PALS, ICAS & OMBUDSMAN

### PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found at Barnet Hospital: 020 8216 4924

### NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on

www.pohwer.net/our-services/nhs-complaints-advocacy

### www.voiceability.org

email helpline@voiceability.org or call 0300 303 1660.

### **OMBUDSMAN**

If you are not happy with the response from this 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 visit their website:

http://www.ombudsman.org.uk

### **Hendon Way Surgery**

# Complaints & Comments Leaflet

Let the practice know your views

### **PARTNERS**

Dr Douglas Baldy-Gray Dr Sadoon Fathi Dr Sanaria Abdulla

Revised: May 2024

# LET THE PRACTICE KNOW YOUR VIEWS

Hendon Way Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

## TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

### **HOW TO COMPLAIN**

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager, who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

• Within 12 months of the incident that caused the problem

#### OR

• Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within 5 working days.

This letter will acknowledge that we have received your complaint and let you know what we will do to investigate the complaint and give you an estimated time scale and which you will receive a full response.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

# COMPLAINTS AND COMMENTS FORM

Name:
Address:
Telephone:
Date of complaint / comment:
Details:
<del></del>
Signed: