

Wellington Health Centre NHS Complaints Procedure & Guidelines

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaints procedure, as part of an NHS complaints system, which meets national criteria.

The practice complaints manager is the Practice Manager, Carole Challen.

How to complain

We hope that we can sort most problems out easily and quickly, often at the time they arise, and with the person concerned. Where you are not able to resolve your complaint in this way and wish to make a formal complaint, please do so as soon as possible - ideally within a few days. This will enable us to establish what happened more easily. You can ask for an appointment with Carole Challen, the Practice Manager, in order to discuss your concerns. She will explain the complaints procedure to you and make sure your concerns are dealt with promptly. If you would rather submit your complaint in writing, it should be addressed to the practice manager (you can use the attached form). She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible. It should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A section is available on our complaint form for this purpose. 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.

What we will do

We look to settle complaints as soon as possible.

We will acknowledge your complaint within 3 working days and discuss with you the best way to investigate it, including the timescales for a reply. We aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.

When we look into your complaint, we will investigate the circumstances and attempt to see what happened and why. You may then receive a formal reply in writing or be invited to meet with the person(s) concerned to attempt to resolve the issue (if you would like to do so). We will make sure you receive an apology or explanation if this is appropriate, and take steps to make sure any problem does not arise again by identifying learning issues and any necessary changes to procedures. Where errors have occurred, we will explain these fully and state what will be done to put these right and prevent repetition.

You will receive a final response setting out the result of any practice investigations and this will include details of your right to escalate the matter further if you remain dissatisfied with the response.

When your complaint involves more than one organisation 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 been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

You may also complain directly to NHS England who commission our service. They can be contacted at:

London Region Complaints Team

Telephone: 020 3182 4967
Email: england.nwlcomplaints@nhs.net

Where can I get more advice and help?

The NHS Complaints Advocacy service can help provide advice and support, helping you to sort out any concerns you may have about the care we provide, also guiding you through how to make a complaint or express a concern about NHS services. In London this service is provided by Voiceability who can be contacted on:

Helpline: 0300 330 5454
Textphone: 0786 002 2939
Fax: 0330 088 3762
Website: www.nhscomplaintsadvocacy.org
Email: nhscomplaints@voiceability.org

Taking it further

If you remain dissatisfied with the outcome you may refer the matter to the Health Service Ombudsman who is independent of government and the NHS:

Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP

Telephone: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

If you would like to make a complaint or need this information in another language, in Braille or on audio tape, please contact

Carole Challen, Business Partner & Practice Manager
Wellington Health Centre
16 Wellington Road
London
NW8 9SP Telephone: 020 7722 3382