

PALS

Patient Advice & Liaison Service are there to help patients, carers, relatives and friends to resolve any problems as quickly and easily as possible, and to provide any information they may require.

Email: pals@homerton.nhs.uk

Tel: 0208-510-7315

ICAS

Independent complaints Advocacy service. It is a free, client-led, independent and confidential service to help you if you wish to make a complaint about any NHS service.

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

Tel: 0203-960-7920

Email: referrals@advocacyproject.org.uk

Letter: PO Box 14043, Birmingham, B6 9BL

PHSO

Parliamentary Health Service Ombudsman
We hope that problems can be resolved with us through our complaints procedure, but if not, you have a right to approach the (PHSO) Parliamentary Health Service Ombudsman for an independent review. This must be done within 6 months of the date that you receive a full response from us.

The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
<http://www.ombudsman.org.uk>
Tel: 0345-015-4033
Fax: 0300-061-4000
Email: phso.enquiries@ombudsman.org.uk
Textphone (Minicom): 0300-061-4298

The Care Quality Commission

The CQC are available to help regarding care provision from a health care service.

<http://www.cqc.org.uk>

Tel: 0300-616-161

We hope you never have cause to complain about our services, but if you do have a concern please do not hesitate to let us know.

GP Principal

Dr J Arshad

Management Team

Deepak Sinha, Practice Manager

Mary Milner, Deputy Practice Manager

Kingsmead Healthcare
4 Kingsmead Way
Homerton, E9 5QG
Phone: 0208 985 1930

Compliments, Complaints & Concerns Leaflet

Kingsmead Healthcare



Responsibility, Trust, Compassion

COMPLIMENTS, COMPLAINTS AND CONCERNS

How to make a complaint

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. You can contact us by letter, by telephone or in person.

All complaints should be addressed to the Practice Manager. Alternatively, you can ask for a telephone appointment with a member of our management team to discuss your concerns.



Complaints Procedure

We will acknowledge your complaint within 3 working days, verbally or in writing, and provide you with a report on our findings within 28 days. During the investigation, we will keep you informed and updated with progress.

Complaints Procedure continued

When we look into your complaint, we aim to:-

- Look at the circumstances giving rise to your complaint.
- Make arrangements for you to discuss your concerns.
- Identify what the practice can do to ensure that this problem does not occur again and take action to achieve this.
- Ensure you receive an outcome letter and an apology, where appropriate.

Complaining on behalf of someone else

Kingsmead Healthcare adhere strictly to confidentiality. If you need to complain on behalf of someone else, we need to know that you have their consent to do so. If you do not already have consent recorded for you to speak on behalf of somebody else, please ask the patient to sign this form to say that you can deal with this matter. Failing this, we will require a letter from a solicitor informing us that you have consent to act on their behalf.

Local Resolution

In the event of a complaint, we hope that you would use our practice complaints procedure which is referred to as 'local resolution'.

We believe that this gives us an opportunity to improve our service to our patients. However, if you feel that you are not able to raise your complaint with us directly, or want further advice on your concerns, you can contact the following organisations:-

NHS England

NHS England welcome feedback to enhance services they commission:

Telephone: 0300-311-2233

Email: england.contactus@nhs.net

Website: www.england.nhs.uk/contact-us/complaint/

The CCG Complaints Team

The CCG can direct you to the best place to have any concerns answered:

Telephone: 0203-688-2300

Email: elhcp.complaints@nhs.net

By letter: The Complaints Manager :
NHS North East London CCG
4th Floor – Unex Tower
5 Station Street
London E15 1DA

Complaints / Concerns / Compliments
Information

Surname:

Forename:

Address:

Telephone:

Email:

Date of birth:

Details of Complaint

Date complaint submitted:

Date: Time: Place:

Member(s) of the Practice Involved

1:

2:

3:

Full Description of the Complaint (Please ap-
pend additional sheets if necessary)

Where the complainant is not the patient:

I _____ hereby authorise

_____ to make the above complaint on my behalf and I agree that Practice Staff may disclose (information only relevant to the complaint) confidential information about me.

Patient Signature:

Date:

Complainant Signature:

Date:

General Information

- ◆ Under the NHS Constitution, if you are not happy with the care / treatment received or have been refused treatment for a condition without any explanation, you have the right to complain, have your complaint looked into, and be given a full and prompt response.
- ◆ We have an in-house complaints procedure to deal with your complaints. This procedure does not deal with matter of legal liability or compensation. In some cases, the in-house procedure is not an appropriate form of investigation, in which case you will be directed to the appropriate authority.
- ◆ This procedure does not affect your right to make a formal complaint to the Health Service Ombudsman if you so wish. Nor does it affect your right to seek compensation in law.
- ◆ You can seek confidential advice on how to make a complaint from organisations such as the Patient Advice and Liaison Service or NHS England. (Please refer to the contact details in this leaflet). You can also seek advice from the Citizens Advice Bureau.
- ◆ The vast majority of complaints in General Practice are resolvable at the Practice level. We suggest that you speak to your GP or the Practice Manager informally in the first instance. If it relates to what you see as unsatisfactory service by a clinician, you can speak with another GP at the Practice. We assure you that all conversations in regard to your complaint will be kept confidential.
- ◆ Please be aware that you should make a complaint within twelve months of an incident happening or becoming aware of the matter complained about.
- ◆ Your complaint should be addressed to the Practice Manager at the surgery who will ensure that it is acknowledged by formal letter within three working days of your complaint being received. We assure you that your complaint will be investigated thoroughly, impartially and as speedily as possible.

General Information continued

- ◆ Please complete and send your complaint to the Practice Manager as soon as possible. Either complete this form or kindly mark any correspondence 'Private & Confidential' for the attention of the Practice Manager.
- ◆ Your complaint will then be investigated by someone within the Practice who is not associated with your complaint. The investigator may contact you directly to ensure that the complaint has been fully understood.
- ◆ At the conclusion of the investigation, your concern / complaint will either be discussed with you in detail or we will respond formally in writing detailing the outcome.
- ◆ We would like to assure you that the Practice takes every complaint seriously and sincerely and, where applicable, we will use it to improve our services.

Brief Summary of the Complaints / Concerns Procedure

Step 1:

Speak with a GP or Practice Manager informally about your grievance.

Step 2:

Make a verbal or written complaint.

Step 3:

Your complaint will be acknowledged within three working days and you will be advised on the subsequent steps being taken to investigate your complaint.

Step 4:

The investigator may contact you to understand the issue(s) first hand. When the investigation is complete, he or she will contact you directly to meet and discuss the outcome. If you are satisfied with the outcome, then the case will be deemed as closed. Alternatively, the complaint may be completed formally in writing, outlining the reasons for our decisions.

Should you still be dissatisfied with the outcome of the investigation, you have the right to take your complaint further OR if you do not feel comfortable talking about your complaint with one of the GPs or the Practice Manager at your surgery in the first place, you have the option of contacting one or more of the organisations listed in this leaflet. Please be reminded that the list is not comprehensive but covers the most accessed. You can also seek advice from these organisations on how to make a complaint.

Compliments

If you would like to compliment a member of the Kingsmead Healthcare team, please complete the information below:-

Your name:

Telephone number:

Date:

Name of staff member:

What they did:

Any further comments:

We will ensure that we pass on this information to the staff member concerned and use the information to help other staff work to achieve similar outcomes for the surgery.