

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 Partners

Dr J Arshad, GP Partner

Dr G Anathapadmanaban, GP Partner

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 Deputy 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 have consent already recorded for you to speak on behalf of somebody else, a signed letter from the person concerned will suffice. 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