

COMPLAINT PROCEDURE

The Doctors and staff at this practice are committed to providing high quality healthcare and services to our patients. The majority of our patients are satisfied with the care and treatment they receive. However, it is acknowledged that on occasions a patient may be unhappy about the service provided, and may wish to complain.

If you have a complaint or concern about the service you have received from the doctors or staff working at this practice, please let us know. We operate a complaints procedure as part of the NHS system for dealing with complaints. Our complaints procedure meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time when they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally, within a matter of days or

at most a few weeks. This will enable us to establish what happened more easily. If this is not possible, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem
- OR
- Within 12 months of discovering that you have a problem relating to a specific incident.

Complaints should be addressed to **Hilary Scott, Practice Manager** or you may e-mail your complaint to Pinn.MC@nhs.net.

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. In her absence it will be dealt with by the **Assistant Practice Manager, Mrs Kristina Lewis or Miss Natacha Morar**.

It would be of great help if you would be as specific as possible about your complaint

What we shall do

We shall acknowledge your complaint within three working days and we will invite you to discuss the complaint and plan the way forward, including time scales for a response. We shall strive to offer you an explanation within the agreed time frame, or a meeting with the people involved.

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

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those involved, if you would like this
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure that the problem does not happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. Therefore if you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable

(i.e. due to illness) of providing this.

Assisting you with this process

Patients who have a complaint which cannot be resolved locally with the practice manager, can contact NHS England using the details below

By post:

NHS England, PO Box 16738,
Redditch, B97 9PT

Electronically using their e-mail address

england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line

By telephone: 0300 311 22 33
(Monday – Friday 8am -6pm,
excluding English bank Holidays)

Health Advocacy Complaints Service

The Health Advocacy Complaints Service can provide advice and help with concerns or complaints you may have about any health service you have used.

Tel: 020 8861 8876
Textphone: 0798 524 4177
E-mail: handcadv@had.org.uk
Address: Ground Floor, Bentley Hse,
15-21 Headstone Drive, Wealdstone,
Harrow, Middx. HA3 5QX

If you are not satisfied

There may be times when you consider that the complaint has not been resolved to your satisfaction. You can then contact the Health Service Ombudsman on 0845 015 4033. Their website is:
www.ombudsman.org.uk

Remember: All complaints are treated in the strictest confidence.

Making a complaint will not affect your treatment or care. We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

Complaining about other local health services

If you have a comment or complaint about any other local health service, please contact your local CCG at
BHH.complaints@nhs.net

or telephone 020 8966 1059, 020 8966 1065

MAKING A COMPLAINT

Pinn Medical Centre
37 Love Lane
Pinner
Middlesex
HA5 3EE

Telephone – 020 8866 5766
Fax – 020 8429 0251
www.thepinn.co.uk

Dr Amol Kelshiker, Senior Partner
Dr Isobel Bleeheh, Partner
Dr Jonathan Rudolph, Partner and Complaints Lead
Dr Mehul Lakhani - Partner
Miss Hilary Scott, Practice Manager and Complaints Officer