

Alternative way to make a complaint

If you would rather complain to the commissioner of our service than to us directly NHS North West London can be contacted as below:

- Telephone: 020 3350 4141 (This is an automated service. Please leave a message requesting a call back).
- E-mail: nhsnw.complaints@nhs.net
- Write to: Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD

Help with making a complaint

Every area of England has an independent NHS complaints advocacy service funded by the local authority. They can help you make a complaint about an NHS service or work out what you want to achieve from a complaint.

If you are a resident in Ealing you can access NHS Advocacy support, free from Voiceability. Contact details for Voiceability are:

Tel: 0300 303 1660

Email: helpline@voiceability.org

Website: www.voiceability.org

If you are dissatisfied with the outcome of your complaint to us

If you are not satisfied with our response please let us know. If, however you feel that we are unable to provide a satisfactory response to your complaint then you have the right to refer the complaint to the Health Service Ombudsman. Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 1QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Hillcrest Surgery Patient Leaflet

Complaints Handling

Our aim is to provide the highest level of care to all our patients. We are always willing to hear if there are ways you feel we can improve the service we provide. If, however you are not happy with the care and treatment you have received from the Practice and wish to make a complaint this leaflet tells you how to go about that. You will not be treated any differently because you have made a complaint.

How to make a complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem can not be resolved this way and you wish to make a complaint we would like to know as soon as possible as that will enable us to establish what happened more easily. If it is not possible to do that please let us have the details of your complaint either:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem

The Complaints Manager at Hillcrest Surgery is Victoria Wells, Practice Manager and Non-Clinical Partner.

Complaints can be made verbally or in writing.

If you wish to make your complaint verbally please ask for a telephone call from the Practice Manager who contact you and take the required details from you.

Some complaints may be easier to explain in writing. Please include as much information as possible. They should be addressed to Victoria Wells and posted/delivered to the Practice or emailed to hillcrest.surgery@nhs.net

What we will do

We respond to complaints as quickly as possible.

If you make your complaint verbally to the Practice Manager she will agree an approach to handling your complaint and a timescale with you.

If you make your complaint in writing then she will acknowledge your complaint within 2 working days and provide a suggested approach to handling your complaint and estimated timescale.

When we investigate your complaint we aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned (if you would like to)
- Identify what we can do to make sure the problem doesn't happen again

At the end of the investigation your complaint will either be discussed with you or we will provide a written response. In some instances we may suggest a meeting as the best way to respond to your complaint.

Our approach to handling complaints is to act in an open and transparent way. Where we have got it wrong or find there is room for improvement we will acknowledge this.

Complaints that involve your clinical care are jointly investigated by the Complaints Manager and either Dr Vijay Tailor, Dr Antony Chesterman or Dr Mirza.

The Partners (Dr Tailor, Dr Chesterman, Dr Mirza and Mrs Wells) are notified of all complaints received.

Complaining on behalf of someone else

We take patient confidentiality seriously so if you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed as proof of this. The note should state what we are able to disclose to you.