

If you are dissatisfied with the outcome

You have the right to approach the Parliamentary & Health Service Ombudsman.

Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice;

The local Healthwatch can be found at:
www.healthwatch.co.uk

The IHCA is able to be contacted at:
www.seap.org.uk/services/nhs-complaints-advocacy/

The nearest Patient Advice and Liaison Service (PALS) is based at

The Whittington Health
Magdala Avenue
London
N19 5NF
Tel: 020 7288 5551

Feedback

We welcome all fair comments and suggestions from our patients for the improvement of our service.

It is also valuable to receive positive feedback from our patients - please tell us when you think we have got it right.

You can give feedback via a range of methods:

- Writing a review on **NHS Choices**:
 - 1) Visit: www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36233 this will take you to our page.
 - 2) Click on 'Leave review' and follow the instructions online.
- Completing a **Family and Friends Test** questionnaire - cards can be found in reception.
- Completing a **Comments/Suggestions** card and placing it in our suggestions box in reception.
- Contacting the surgery directly by **phone, post, fax or email**.

39 Baronsmere Road
East Finchley
London N2 9QD
Tel: 020 8883 1458 Fax: 020 8883 8854
e: eastfinchleymedicalpractice@nhs.net
www.eastfinchleymedicalpractice.nhs.uk

Dr Diane Twena MBChB MRCCGP

Dr Sanchita Sen MBBS

Dr Sharon Lawrence MBChB

Complaints Procedure

We always try to provide the best possible service to our patients.

However, there may be times when you feel this has not happened.

Please feel free to use the suggestion box in reception or ask to speak to the practice manager regarding any concerns you may have.

The practice operates an in-house complaints procedure in line with NHS guidelines. Please find enclosed information regarding raising a complaint and the course of action.

East Finchley Medical Practice - **Complaints Procedure**

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily.

In any event, complaints should be raised:

- Within 12 months of the incident
or
- Within 12 months of you becoming aware of the matter

Please find attached to this leaflet a complaints form, which you may like to use to register your complaint.

Address your written complaint to:

Katherine Herzmark
Practice Manager
East Finchley Medical Practice
39 Baronsmere Road
London
N2 9QD

You may send your complaint to us by post, email (eastfinchleymedicalpractice@nhs.net) or bringing it into the surgery.

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 03003 11 22 33

By email: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

What We Do Next

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days and aim to resolve the matter as soon as possible but will give you some idea of how long that may take in our acknowledgement.

When looking into a complaint, we attempt to understand what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than anticipated we will let you know, and keep you informed as the investigation progresses.

Where your complaint involves more than one organisation (e.g. a hospital or social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details overleaf) if you remain dissatisfied with the response.

The practice Complaints Manager is:

Katherine Herzmark

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint on behalf of somebody else we will require the written consent of the patient to confirm that they wish to lodge a complaint and wish us to liaise with someone else about it. In the event that the patient is deceased, we may agree to respond to a family member or someone who has had an interest in the welfare of the patient.

Please find attached to this leaflet a Third-Party Consent Form which should be completed if a patient wishes someone else to deal with a complaint of their behalf. Alternatively the patient can write to us expressing their consent.

Please note that this consent is only applicable to the particular incident with which the complaint refers to. If you are a carer or an interpreter for one of our patients and they wish you to discuss their care with us, a normal relative/carer/interpreter consent form will need to be completed.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.