

# St Stephen's Health Centre Complaints Procedure

- Advice for patients who wish to make a complaint

We are always interested to hear your views and suggestions. These can be passed on to any member of staff either verbally or in writing. If you have not been able to resolve a problem with the member of staff concerned you can ask to speak with/or write to Sapna Carrasco, practice business manager or Geraldine Taylor, deputy manager. Who will try to speak with you as quickly as possible to deal with the issues you wish to discuss.

At St Stephen's we operate a complaints procedure following the Local Authority Social Services and National Health Service Complaints (England) Regulations. If you have had a problem with any aspect of our service, please let us know. We aim to respond to any complaint quickly and find a solution once we have investigated your concerns. If you do not feel comfortable complaining to us you can also contact NHS England – details overleaf.

## **We aim to:**

- Find out what happened and what went wrong
- Where possible, we will agree an action plan with you as to how and who will manage the complaint along with a suitable timeframe for replying
- Make it possible for you to discuss the problem with those concerned, if you wish to
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure this doesn't happen again
- Ask you to put your complaint in writing if you feel things still have not been resolved

If you wish to make a written complaint please do this as soon as possible after the incident occurred – ideally within a couple of days or at most a couple of weeks. If this is not possible please let us know within 12 months of the incident which caused the problem or within twelve months of realising that you have a problem arising from an incident.

You can choose to complain in writing to the practice or to NHS England (contact details overleaf), but you have to choose one or the other to deal with your complaint. We have also provided details of other complaint support services, if you wish to contact them for support. Written complaints should be addressed to the practice manager.

We will acknowledge your complaint in writing within **3 working days**. We will aim to investigate what happened and be in a position to offer you a written explanation or apology.

We may be able to deal with your complaint in writing or we may suggest a further meeting with you, the practice manager and the practice staff involved.

## **Complaining on behalf of someone else**

We will do our best to respond to concerns you have however, due to reasons of patient confidentiality, if you want to complain on behalf of someone else, particularly if the complaint concerns medical treatment, we must have the written consent of the person involved before we can discuss the problem with you. Where a patient has died we are required, where possible, to obtain evidence that you are the patient's personal representative or the executor of their will.

## **Taking your complaint further**

We will always do our best to resolve problems locally. We believe this gives us the best chance of putting right whatever has gone wrong and gives us the opportunity to improve our service.

<p><b>POhWER London Independent Health Complaints Advocacy (IHCAS) is Free, Independent, Confidential</b></p>	<p><b>POhWER London Independent Health Complaints Advocacy Service (IHCAS)</b> can offer free, independent, confidential help and advice on making a complaint.</p> <p><b>Telephone:</b> 020 3 553 5960 <b>Minicom:</b> 0300 456 2364 <b>Text:</b> Send the word ‘<b>pohwer</b>’ along with <b>your name and number to 81025</b> <b>Email:</b> <a href="mailto:londonihcas@pohwer.net">londonihcas@pohwer.net</a> <b>Skype:</b> pohwer.advocacy <b>Fax:</b> 01438 846 025</p>	<p><b>Write to:</b> POhWER London IHCAS Advocacy Hub, POhWER, Hertlands House, Primett Road, Stevenage, Hertfordshire, SG1 3EE</p> <p><b>Website:</b> <a href="http://www.pohwer.net">www.pohwer.net</a></p> <p><b>Twitter:</b> @POhWERadvocacy</p>
<p><b>Healthwatch England</b> Room 12, Block 1 (Trust Offices) Mile End Hospital Bancroft Road London E1 4DG</p>	<p>Is an independent consumer champion that gathers and represents the public's views on health and social care services in England.</p> <p><b>Direct phone number:</b> 020 8223 8750</p> <p><b>Freephone number:</b> 0800 145 5343</p> <p><b>Email:</b> <a href="mailto:info@healthwatchtowerhamlets.co.uk">info@healthwatchtowerhamlets.co.uk</a></p>	<p><b>Websites:</b> <a href="http://www.healthwatchtowerhamlets.co.uk">www.healthwatchtowerhamlets.co.uk</a> <a href="http://www.nhs.uk/NHSEngland/thenhs/healthregulators/Pages/healthwatch-england.aspx">http://www.nhs.uk/NHSEngland/thenhs/healthregulators/Pages/healthwatch-england.aspx</a></p>
<p><b>NHS England</b> NHS England PO Box 16738 Redditch B97 9PT</p>	<p><b>Phone:</b> 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)</p> <p><b>Email:</b> <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a> Please state: ‘<b>For the attention of the complaints team</b>’ in the subject line.</p>	<p><b>Website:</b> <a href="https://www.england.nhs.uk/">https://www.england.nhs.uk/</a></p>
<p><b>PALS Online</b></p>	<p><b>Is the website of the National Network of NHS Patient Advice and Liaison Services (PALS)</b></p>	<p><b>Website:</b> <a href="http://www.pals.nhs.uk/">http://www.pals.nhs.uk/</a></p>
<p><b>CQC</b> National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA</p>	<p><b>Phone:</b> 03000 61 61 61</p> <p><b>Email:</b> <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></p>	<p><b>Website:</b> <a href="http://www.cqc.org.uk/">http://www.cqc.org.uk/</a></p>

- **If we cannot resolve your problems locally you can ask the Health Service Ombudsman to review the matter.**

<p><b>You can contact the Ombudsman at:</b> The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP</p>	<p><b>Phone:</b> Complaints helpline 0345 015 4033 (Mon - Fri 8:30am - 5:30pm) <b>Textphone:</b> 0300 061 4298 <b>Email:</b> <a href="mailto:phso.enquiries@ombudsman.org.uk">phso.enquiries@ombudsman.org.uk</a> <b>Fax:</b> 0300 061 4000</p>	<p><b>Website:</b> <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a></p>
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