

THE SPITALFIELDS PRACTICE

How to make a complaint



20 Old Montague Street, London E1 5PB

Telephone: 020 7247 7070

Fax: 020 7650 1920

www.thespitalfieldspractice.nhs.uk

Wheelchair and Pram access



**This practice is within the
Tower Hamlets Primary Care Trust area**

If you have a complaint about the service whether clinical or administrative you have received from doctors or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. If you would like a copy of our complaints procedure please ask the Practice Manager.

How to complain

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 cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know, in writing, addressed to Emma Stanford, Practice Manager as soon as possible, ideally within a matter of days. This will enable us to establish what happened more easily. If it's not possible to do that, please let us have details of your complaint.

What we shall do

Complainants can expect an acknowledgement of their complaint within 1 working day of the Practice receiving it and a full response to the complaint within due course.

When we look into your complaint we shall:

- Find out what happened and what went wrong.
- Offer a meeting with those concerned, if this is what you want.
- Provide you with a response and an apology where appropriate and introduce changes to the way in which we work to avoid a similar problem happening in the future.

Give details on the complainant's and the care Quality Commission rights to take your complaint to The Parliamentary and Health Service Ombudsman.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so in the form of a note signed by the person – unless they are incapable because of illness or too young to be able to do so, in which case their next of kin must give consent.

Complaining to outside agencies

We hope that if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. This does not affect your right to approach NHS England, the Parliamentary and Health Service Ombudsman or the Care Quality Commission, should you feel unable to raise your complaint directly with us, or if you are dissatisfied with the result of our investigation.

NHS England Complaints Team

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

Please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Pohwer Advocacy Services

Telephone: 020 3553 5960
Email: www.pohwer.net

Ombudsman Complaints Helpline

Telephone: 0345 015 4033

Textphone (Minicom): 0300 061 4298

Calls cost the same as a call to a UK landline.

Email

phso.enquiries@ombudsman.org.uk

Fax

0300 061 4000

Write to

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Care Quality Commission Complaints Helpline

Telephone: 03000 616161

Fax: 03000 616171

Write to

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

After the Complaint has been resolved or taken to the Ombudsman or Care Quality Commission

We will monitor and record every complaint:

- The subject matter and outcome
- The fact that the complainant was notified of the response period specified
- Any amendment of that period and whether a report was sent to the complainant within that period.