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ROYAL DOCKS MEDICAL PRACTICE.
21 EAST HAM MANOR WAY
BECKTON
LONDON
E6 5NA**

TEL 0207 511 4466 FAX 0207 511 1492

COMPLAINTS PROCEDURE

INTRODUCTION

1. The Practice welcomes constructive suggestions, which may benefit patients and enhance the service we offer. We would also wish to resolve any complaints received, or concerns expressed in an amicable manner and to the satisfaction of both parties
2. A notice printed in large characters shall be displayed in the main waiting area, the wording of which shall be as follows:
3. Similar wording will appear in the Practice Leaflet

SUGGESTIONS AND COMPLAINTS

WE WILL BE PLEASED TO CONSIDER ANY SUGGESTIONS YOU MAY HAVE IF YOU WILL SET YOUR IDEAS DOWN ON PAPER AND DROP THEM INTO THE BOX PROVIDED.

WE OPERATE A PRACTICE COMPLAINTS PROCEDURE AS PART OF THE NHS SYSTEM FOR DEALING WITH COMPLAINTS. OUR SYSTEM MEETS THE NATIONAL CRITERIA. A COPY OF OUR LEAFLET IS AVAILABLE FROM RECEPTION. IF YOU FEEL YOU HAVE A COMPLAINT TO MAKE

PLEASE LET US KNOW. ANY PROBLEM RELATING TO SHORTCOMINGS IN THE SERVICE YOU RECEIVE SHOULD BE PUT IN WRITING AND ADDRESSED TO THE PRACTICE MANAGER.

HOW TO COMPLAIN

1. A Complaints form is available for the complainants to use, if they wish. The receptionists will be happy to give one on request.
2. Complaints should be lodged as soon as possible, so that the details are fresh in the minds of all concerned, if this is not possible, complaints should be received:

- Within 12 months of the incident that caused the problem, or
- 12 months of discovering that there is a problem.

3. Complaints should be addressed to the Practice Manager in the first instance.
4. It is hoped that the Practice Procedure will enable a speedy resolution to any problem. However this does not affect the right of the patient or care, to contact NHS England PALS- Patient Advice and Liaison Service- . 0300 311 22 33 can act as an intermediary for you and assist you in resolving any problems you may be having with our service.
5. Independent, confidential and free advice, support and help is available from ICAS (Independent Complaints Advocacy Service) details: 0300 456 2370

Citizens Advice: London 0845 120374

6. Patients who first language is not English may wish to seek the help of the local Newham Primary Care Team Health Advocate Service whose address is:
**Vicarage Lane Health Centre
10 Vicarage Lane
Stratford London E15 4ES
0208 536 2233**
7. Strict Care is taken over patient confidentiality. If someone other than the patient makes a complaint, the patients' written consent will be needed to indicate their permission unless, of course, they are incapable of illness to do so.

If you have any queries about this response please contact The Practice Manager on 020 7511 4466. If you remain dissatisfied with the outcome of the Local resolution process you may request that your complaint is considered by the healthcare commission. This should be done within two months of the date of the final

response from the practice. You can contact the Care Quality commission on:

**Care Quality Commission National correspondence
Finsbury Tower
103- 105 Bunhill Row
London EC1Y 8TG
Tel: 03000 616161
Fax:03000 616171**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We strive to offer Newham's residents the best possible healthcare and we welcome feedback on how we are doing. Complaints about our service are part of the process of review and improvement and I am grateful to you for bringing your concerns to our attention.

SUBSEQUENT ACTION

1. Formal Complaints, whether received in writing or verbally, will be acknowledged within **three** working days by the Practice Manager. **A Formal response will be sent within 6 months** unless the complainant is sent a holding letter explaining the delay and given a new date.
2. To establish the problem of shortcomings, the following actions will be taken:
 - Reception staff/Administration
The Practice Manager may speak to any patient or carer, who has a complaint whether on an ad-hoc basis or by appointment and to speak to a member of staff involved in the reported incident. In her absence the Supervisor will undertake these duties and report to the Practice Manager upon her return.
 - The Senior Partner will discuss the problem with the Doctor/Nurse concerned, the patient or carer. In his absence, the problem will be referred to by the Practice Manager.
3. Regardless and whether a telephone conversation or meeting is held with the complainant, the complaint will be closed with a formal written response.
4. All records of the complaints shall be kept in a file and set aside for that purpose and not filed in the patient's notes.

Useful contact details overleaf

**The Parliamentary & Health
Service Ombudsman**

Millbank Tower,
Milbank
Westminster ,
London
SW1P 4QP
Helpline:0845-015 4033
Telefax 0207-7217 4000

Email:

psho.enquiries@ombudsman.org.uk

Website:

www.ombudsman.org.uk

Care Quality Commission

National correspondence

Finsbury Tower

103- 105 Bunhill Row

London EC1Y 8TG

Tel: 03000 616161

Fax:03000 616171

Email: enquiries@cqc.org.uk

Web: www.cqc.org

ICAS

**(Independent Complaints
Advocacy Service)**

details:

Tel : 0300 456 2370

Complaints Procedure

Useful contact addresses

NHS England (London),

P.O. Box 16738,

Redditch

B97 9PT

Tel: 0300 311 22 33 mon- fri 8am – 6pm excluding
English Bank Holidays.

Email: England.contactus@nhs.net

Newham Primary Care Team Health

Advocate Service

Vicarage Lane Health Centre

10 Vicarage Lane

Stratford London E15 4ES

0208 536 2233

Citizens Advice: London 0845 120374