



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:

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 OR [EMAIL US](#).

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 OR ON OUR [PRACTICE WEBSITE](#). IF YOU FEEL YOU HAVE A COMPLAINT TO MAKE

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

3. Similar wording will appear in the Practice Leaflet

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. After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact NHS North East London integrated care board instead of NHS England, You can do this by: Telephone: 020 8221 5750

Email: nelondonicb.complaints@nhs.net or in writing;

Complaints Department
NHS North East London
4th Floor – Unex Tower
5 Station Street

Dr James Lawrie, Dr Alpa Patel, Dr Durga Satyanaraya, Dr Ophelia Cheng, Dr Anna Glinka, Dr Betinna Weiske-Lippert, Dr Mike Hall, Dr Sabina Patel, Dr Charmaine Belvin.

London E15 1DA. NHS North East London integrated care board 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
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.

Dr James Lawrie, Dr Alpa Patel, Dr Durga Satyanaraya, Dr Ophelia Cheng, Dr Anna Glinka, Dr Betinna Weiske-Lippert, Dr Mike Hall, Dr Sabina Patel, Dr Charmaine Belvin.

Useful contact details:

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

The Parliamentary & Health Service Ombudsman

Millbank Tower, Millbank Westminster, London SW1P 4QP
Helpline: 0845-015 4033
Telefax 0207-7217 4000
Email: psho.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

ICAS (Independent Complaints Advocacy Service)

Tel: 0300 456 2370

Care Quality Commission

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