

OUR COMPLAINTS PROCEDURE

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services that we provide for you.

If you wish to make a complaint please speak or write to our Practice Managers, Jignasha Patel or Margaret Scott. She will take full details of your complaint and decide how best to undertake the investigation.

Please send this report marked “PERSONAL IN CONFIDENCE” (attached) to: PRACTICE MANAGER, JIGNASHA PATEL/MARGARET SCOTT

We think it is important to deal with complaints swiftly so you will normally be sent a letter giving a full explanation within seven days. Occasionally, if we have to make a lot of enquiries, it might take a little longer, but we will keep you informed. If you would then like to meet to discuss matters this will be arranged within a further seven days. You may bring a friend or relative with you to the meeting.

Our practice procedure is not able to deal with matters of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or any mistakes that have been made.

If you use this procedure it will not affect your right to complain to NHS England if you so wish. The appropriate contact address for NHS England is:

**NHS England
PO Box 16738
Redditch
B97 9PT
Telephone 0300 311 22 33**

We hope that, if you have a problem, you will use our practice complaint procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our service. However, if you are dissatisfied with the response you can put your complaint to the Health Service Ombudsman who represents the last stage in the NHS complaints process. The Ombudsman carries out independent investigations into complaints about poor treatment or service provided through the NHS in

England and her services are free. The Ombudsman would normally expect that complaints be made to her within 12 months of the events complained about. The Ombudsman does have some discretion to consider complaints received outside of that limit but she would need to have a good reason to do so.

If you have any questions about whether the Ombudsman may be able to help you, or about how to make a complaint, please contact their helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk or fax 0300 061 4000. Further information about the Ombudsman is available at: www.ombudsman.org.uk.

You can write to the Ombudsman at:

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

If you are 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 his or her permission to do so in writing.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly.

Other Information

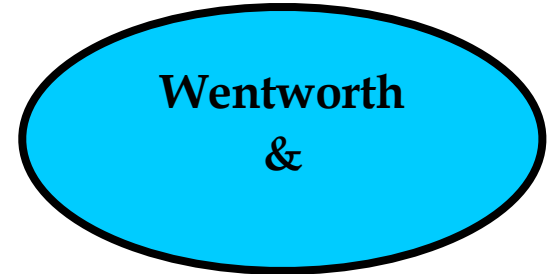
You will find a wide variety services that we provide for our patients detailed on our website, including information for new patients, general clinics and practice information.

Our Zero Tolerance Policy

Any patient displaying physical abuse, verbal abuse or any threatening behaviour, risks removal from the practice. Registering with us is acceptance of this policy. More details can be found on our website.

Patient Advice & Liaison Services (PALS)

Freephone 0800 0304563



Medical Practice

**Wentworth Medical Practice Branch
38 Wentworth Avenue
Finchley
London N3 1YL**

Tel: 020 8346 1242 Fax: 020 8343 3614

***The ‘Complaint First Contact Sheet’ is attached
Please fill it out and ask for a sealed envelope
from one of the Receptionists and address to:***

Personal In Confidence

The Practice Manager,
Jignasha Patel/Margaret Scott