

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that THE BAILEY PRACTICE keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

www.healthwatch.co.uk or
Healthwatch England on 03000 683 000

Complaining to NHS England:

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**

Independent Complaints and Advocacy Service

Waltham Forest CCG

nhscomplaints@voiceability.org

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:
<http://www.cqc.org.uk>

ICAS & OMBUDSMAN

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on -Please Find Details Using Web Address Below

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk>

THE BAILEY PRACTICE

Tel: 020 8520 5138

Email: wfccg.shernhallsurgery@nhs.net

Complaints & Comments Leaflet

Let the practice know your views

Lead Clinician

Dr Jennifer Bailey

Practice Manager

Mr Joshua Bailey – Non-clinical

Reception Manager

Miss Aisling Henson – Non-clinical

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

THE BAILEY PRACTICE is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your concerns with the staff member involved.

If the matter cannot be resolved please complete the attached form and return as a paper copy or electronically to
wfccg.shernhallsurgery@nhs.net

Aisling Henson or Josh Bailey will try to resolve the issue and offer you further advice on the complaints procedure.

Complaints are usually acknowledged with 3 working days. Following an investigation the practice will be enabled to get a clear picture of the circumstances surrounding the complaint.

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned.
- Issue an apology, where this is appropriate.

Identify what the practice can do to improve the services we provide for the care of patients and prevent re-occurrence of the problem.

A full written response should be available within 21 working days.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

COMPLAINTS AND COMMENTS FORM

Name:

Address:

Telephone:

Email:

Date of complaint / comment:

Details

Signed: _____