

## **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 not, and you wish to make a complaint, we would like you to let us know as soon as possible.

Complaints should be addressed to the GP Partners who are also the Practice Managers, Dr Patel or Dr Odedra.

It would be a great help if you are as specific as possible about your complaint.

## **WHAT WE SHALL DO:**

We shall acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint within an agreed timescale from the date you raised it with us. We shall then be in a position to offer you an explanation, an apology or a meeting with the people involved. Please be assured that future care will not be impacted by making a complaint.

When we look into your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

## **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.

A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

## **COMPLAINING TO THE CLINICAL COMMISSIONING GROUP:**

We hope that if you have a problem you will use our practice complaints procedure, which is also called “local resolution”. We believe this will give us the best chance of resolving the matter and an opportunity to improve our practice.

Complainants can now complain to the CCG and request that the CCG investigates their complaint if they do not wish to complain directly to the practice.

In cases where this happens, the CCG Complaints Team will discuss the options with the complainant and the practice and reach a decision based on the individual circumstances of the case and the views of all involved.

The Complaints Team  
NHS Hillingdon CCG  
Tel **0300 311 22 33**  
Email: **england.contactus@nhs.net**

This does not affect your right to approach the (PHSO) Parliamentary Health Service Ombudsman for independent review. This must be done within 6 months of the date that you receive a full response from us.

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP  
Ombudsman’s Helpline on (0345) 015 4033.

## **COMPLAINING TO THE HEALTH SERVICE:**

### **PALS:**

PALS is a Patient Advice & Liaison Service for people using the NHS. It is there to help patients, carers, relatives and friends to resolve any problems as quickly and easily as possible, and to provide any information they may require. You can contact PALS at:

**London North West Healthcare NHS Trust: PALS Office**

LNWHT is a Trust which includes Northwick Park and St Mark's Hospitals, Central Middlesex Hospital, and Ealing Hospital.

• At Northwick Park and St Mark's Hospitals, Central Middlesex Hospital on 020 8869 5118 or email PALS at LNWH-tr.PALS@nhs.net

• At Ealing Hospital and community services on freephone 0800 0641120 or 020 8967 5221 between 9.30am and 4pm or email PALS at LNWH-tr.ehPALS@nhs.net

Their complaints website is: <http://www.lnwh.nhs.uk/patients-visitors/your-feedback/pals/>

**NHS Complaints Advocacy**

Freephone – 0300 330 5454

Email – nhscomplaints@voiceability.org

Website – www.nhscomplaintsadvocacy.org

**Carepoint Practice  
Northwood Health Centre  
Neal Close, Acre Way  
Northwood  
HA6 1TQ**

**Tel: 01923 820 866**

# CAREPOINT PRACTICE COMPLAINTS PROCEDURE

**Carepoint Practice  
Northwood Health Centre  
Neal Close, Acre Way  
Northwood  
HA6 1TQ**

**Tel: 01923 820 866**

**Email: [hillccg.carepoint@nhs.net](mailto:hillccg.carepoint@nhs.net)**

We operate a practice complaints procedure also called "local resolution" which meets national criteria as part of a National Health Service system for dealing with complaints.