

## THE MUSWELL HILL PRACTICE

### PRACTICE COMPLAINTS AND COMMENTS PROCEDURE

We will do whatever we can to ensure that you receive quick, fair and appropriate treatment. However sometimes things can go wrong and you might not be happy with the treatment you, or a family member, has received.

If you are not happy with any aspect of the service you receive you can raise a concern or make a complaint.

#### How to Raise a Concern

A patient may have a concern which they do not feel is serious enough to warrant pursuing the full complaints procedure. Our Practice Manager is willing to speak to any patient who wishes to raise a concern over any aspect relating to the practice or make a comment.

#### How to complain

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible**. Ideally this should be within a few days, or at most a few weeks. If this is not possible there are time limits for making a complaint. These are:

- ❖ Within 12 months of the incident that caused the problem
- Or
- ❖ Within 12 months of discovering that you have a problem

This time limit will not apply if there are good reasons for not making a complaint within the time limit and if it is still possible to investigate the complaint effectively and fairly.

Complaints should be addressed to Ms Natalie Ker Watson, the Complaints Manager. You can contact Ms Ker Watson either by telephone or in writing. Alternatively you may ask for an appointment with Ms Ker Watson to discuss your concerns.

Before you make a complaint it is important to think about what you want to happen as a result of your complaint and to make this clear at the beginning. You may want:

- ❖ an apology
- ❖ someone to explain what has happened
- ❖ some changes or improvements to be made
- ❖ to be sure people recognise their mistakes
- ❖ to make sure the same thing does not happen again

#### What we shall do

We shall acknowledge your complaint within three working days. We will offer to discuss the handling of the complaint and offer to discuss the timeframe for responding to the complaint.

When we look into your complaint we will aim to:

- ❖ find out what happened and what went wrong
- ❖ make it possible for you to discuss the problem with those involved if appropriate
- ❖ make sure you receive an apology where this is appropriate
- ❖ identify what we can do to make sure the problem does not happen again

### Complaining on behalf of someone else

We keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else we need to know that you have their permission to do so. We will require written permission from the person unless they are incapable (i.e. due to illness) of providing this.

### How to get assistance with the process

There is a service called NHS complaints advocacy that offers to assist people who want to make a complaint. It is free, confidential and independent of the NHS.

You can find more information here

<http://nhscomplaintsadvocacy.org/>

If you would prefer to speak to someone not directly involved with your care, you contact North Central London Integrated Care Board instead of NHS England

If you want to make a complaint about primary care services to the commissioner you will need to contact North Central London Integrated Care Board instead of NHS England. You can do this by:

**Telephone:** 020 3198 9743

**E-mail:** [nclicb.complaints@nhs.net](mailto:nclicb.complaints@nhs.net)

**Post:** North Central London Integrated Care Board Complaints Team

Laycock PDC Laycock Street

London

N1 1TH

### What if I am not happy?

We hope that all complaints can be dealt with to the satisfaction of both parties. However if you are not happy with our reply or consider that the complaint has not been resolved you can appeal to the Parliamentary and Health Service Commissioner (Ombudsman).

The telephone number is 0345 015 4033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### To note

The practice is required by NHS digital to record information on complaints received by the practice. We report on the number of complaints received by the age of the patient. No other personal information is included.

### **Remember**

- ❖ All complaints are treated in the strictest confidence.
- ❖ Making a complaint will not affect your treatment or care.
- ❖ We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

The Muswell Hill Practice

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