THE MUSWELL HILL PRACTICE

Complaints and concerns procedure

We aim to provide high-quality, safe and effective care at all times. We welcome feedback, concerns and complaints as they help us improve our services. We will ensure that any concern or complaint is handled fairly, promptly and with respect.

Making a complaint will not adversely affect your care or treatment.

How to raise a concern

A patient may have a concern which they do not feel is serious enough to require a formal complaint. To raise a concern, contact our Practice Manager via telephone or in writing (contact details below). Many concerns can be resolved quickly and informally.

How to make a complaint

If your concern cannot be resolved informally and you wish to make a complaint, please let us know as soon as possible. Ideally this should be within a few days or weeks. The time limits for making a complaint are:

- Within 12 months of the incident that caused the complaint; or
- Within 12 months of becoming aware of the issue

These time limits may be extended where there is a good reason for delay and where it is still possible to investigate the complaint fairly and effectively.

Complaints should be addressed to Ms Natalie Ker Watson, the Complaints Manager. Complaints can be made verbally or in writing, including by telephone, email or letter (contact details below).

You may request to discuss your complaint with the Complaints Manager. Discussion of your complaint may involve a telephone or video call, or in some circumstances a face-to-face meeting. The need for this will be determined by the practice, considering the nature of the complaint.

What we will do

- We will acknowledge your complaint within three working days of receiving it.
- We will offer you the opportunity to discuss how your complaint will be handled and the likely timeframe for our response.
- This discussion does not automatically require a face-to-face meeting. The practice will decide the most appropriate way to communicate, considering the nature of the complaint.

When we investigate your complaint, we will aim to:

- Establish what happened and what went wrong.
- Consider whether any further discussion about the issues raised would assist resolution.
- Provide an apology where appropriate.
- Identify actions or learning to reduce the risk of similar issues occurring again.

Complaining on behalf of someone else

We keep to strict rules of confidentiality. If you are making a complaint on behalf of another person, we will normally require their written consent, unless they are unable to provide this due to illness or lack of capacity.

Support with making a complaint

NHS complaints advocacy (currently provided by VoiceAbility) provides free, confidential and independent support to people wishing to make a complaint.

Website: https://www.voiceability.org/

Complaining to the commissioner

If you prefer not to complain directly to the practice, or if your complaint remains unresolved, you may contact: NHS North and West London Integrated Care Board – Complaints Team

Address: Complaints Team, Barnet, Camden, Enfield, Haringey and Islington, NHS West and North London, 15 Marylebone Road, London, NW1 5JD

Telephone: 020 3198 9743

E-mail: nclicb.complaints@nhs.net

If you remain unhappy

If you are not satisfied with our response, you may refer your complaint to the Public Service Ombudsman.

Telephone: 0345 015 4033
Website: www.ombudsman.org.uk

Recording and confidentiality

The practice is required to record data on complaints received for NHS reporting purposes. This includes anonymised information such as age group only. All complaints are treated with strict confidence.

The Muswell Hill Practice contact details

Address: The Muswell Hill Practice, 54 Muswell Hill, London, N10 3ST
Telephone: 020 8365 3303
Email: nclicb.themuswellhillpractice@nhs.net
Website: www.themuswellhillpractice.co.uk