



Hillingdon Health Centre

Dr IJW Davies

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Hillingdon

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COMPLAINTS PROCEDURE

Introduction:

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS wide system for dealing with complaints. Our system meets the national criteria.

●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 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 on the day. This is because the sooner we know about a problem; the easier it will be for us to establish what happened. In any event, please let us have details of your complaint:

Within 6 months of the incident that caused the problem; or

Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

●What we will do:

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us.

We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall:

Find out what happened and what went wrong.

Make it possible for you to discuss the problem with those concerned, if you would like this.

Make sure you receive an apology, where this is appropriate.

Identify what we can do to make sure the problem doesn't happen again.

● **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. A note signed by the person concerned will be needed to authorize you to complain on their behalf.

● **Complaining to the Hillingdon Primary Care Trust:**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If for any reason you feel that the practice complaints procedure has not resolved your problem, then another step to take is to contact the local PALS (Patient Advice and Liaison Service), at the following address; Complaints and Enquiry Team, Hillingdon PCT, Kirk House, 97-109 High Street, Yiewsley, UB7 7HJ. Telephone number 01895 452000.

Alternative Advocacy Service who offer support to complainants:

Independent Complaints Advocacy Services (ICAS)

North West London

Tel: 0845 337 3065

If following local resolution you wish to ask for an independent review through the Parliamentary and Health Service Ombudsman the address is:

Parliamentary and Health Service Ombudsman,

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 015 4033 Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk