

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 can be submitted at:

<https://www.carepointpractice.nhs.uk/policies/feedback-complaint-procedure/>,

This questionnaire will help take down all the information required for us to investigate. Alternatively, you can address them 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.

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 NWL INTEGRATED COMMISSIONING BOARD:

We hope to resolve your complaint at the first step, a procedure known as 'local resolution'. We believe this will give us the best chance of resolving the matter and an opportunity to improve our practice.

If you feel that we were not able to resolve your complaint, you can lodge a complaint to NWL ICB, who can review and investigate the complaint. 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.

NWL ICB

Tel 02033504838

Email: nhsnwl.complaints@nhs.net

COMPLAINING TO THE PARLIAMENTARY HEALTH SERVICE OMBUDSMAN:

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.

Their complaints website is: <https://www.lnwh.nhs.uk/tell-us>

The Hillingdon Hospitals NHS Trust PALS Office

Also includes Mount Vernon Hospital

Contact number: 01895 279973

Email: thh-tr.PALS@nhs.net.

NHS Complaints Advocacy

Freephone – 0300 330 5454

Email – nhscomplaints@voiceability.org

Website – www.nhscomplaintsadvocacy.org

CAREPOINT PRACTICE COMPLAINTS PROCEDURE

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

Tel: 01923 820 866

Email: carepoint.management@nhs.net