

# St Stephen's Health Centre Complaints Procedure

## Advice for patients who wish to make a complaint

We are always interested to hear your views and suggestions. These can be passed on to any member of staff, or in writing to the Complaints Manager.

At St Stephen's Health Centre we operate a complaints procedure following the National Health Service Complaints (England) Regulations. If you have had a problem with any aspect of our service, please let us know. We aim to respond to any complaint quickly and find a solution once we have investigated your concerns. If you do not feel comfortable complaining to us you can also contact NHS England – details overleaf.

If you have not been able to resolve a problem with the member of staff concerned please ask to speak to a member of the management team. A member of the team we will try to see or speak to you as quickly as possible to informally deal with the issues you wish to discuss.

### At such a meeting, we can explain our complaints procedure – which is:

- To find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you wish to
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure this doesn't happen again
- Provide you with a copy of the Complaints Leaflet and ask you to put your complaint in writing if you feel things still have not been resolved

If you wish to make a written complaint please do this as soon as possible after the incident occurred – ideally within a couple of days or at most a couple of weeks. If this is not possible please let us know within 12 months of the incident which caused the problem or within twelve months of realising that you have a problem arising from an incident.

You can choose to complain in writing to the practice or to NHS England, but you have to choose one or the other to deal with your complaint. We have also provided details of other complaint support services, if you wish to contact them for support. Written complaints should be addressed to the Complaints Manager.

We will acknowledge your complaint in writing within **3 working days**. We will aim to investigate what happened and be in a position to offer you a written explanation or apology.

We may be able to deal with your complaint in writing or we may suggest a further meeting with you, a member of the management team and the practice staff involved.

### Complaining on behalf of someone else

We cannot discuss a patient's medical details even with close friends or family – medical confidentiality forbids this. If you want to complain on behalf of someone else, particularly if the complaint concerns medical treatment, we must have the written consent of the person involved before we can discuss the problem with you.

### Taking your complaint further

We will always do our best to resolve problems locally. We believe this gives us the best chance of putting right whatever has gone wrong and gives us the opportunity to improve our service.

If we cannot resolve your problems locally you can ask the Health Service Ombudsman to review the matter – details overleaf.

<b>POhWER</b>	<p>POhWER offer NHS Complaints Advocacy Services as well as Independent Mental Capacity Advocacy (IMCA) services. They can offer free, independent, confidential help and advice on making a complaint.</p> <p><b>Telephone:</b> 0300 456 2370  <b>Text:</b> Send the word ‘<b>pohwer</b>’ along with <b>your name and number to 81025</b>  <b>Email:</b> <a href="mailto:pohwer@powher.net">pohwer@powher.net</a>  <b>Skype:</b> pohwer.advocacy</p>	<p><b>Write to:</b>  POhWER  PO Box 17943, Birmingham, B9 9PB</p> <p><b>Website:</b>  <a href="http://www.pohwer.net">www.pohwer.net</a></p> <p><b>Twitter:</b> @POhWERadvocacy</p>
<b>Healthwatch</b>	<p>Is an independent consumer champion that gathers and represents the public's views on health and social care services in England.</p> <p><b>Phone:</b> 0800 145 5343</p> <p><b>Email:</b> <a href="mailto:info@healthwatchtowerhamlets.co.uk">info@healthwatchtowerhamlets.co.uk</a></p>	<p><b>Post:</b>  Healthwatch Tower Hamlets, Poll Box,  115 Coventry Road, Unit 104, London  E2 6GG</p> <p><b>Website:</b>  <a href="http://www.healthwatchtowerhamlets.co.uk">www.healthwatchtowerhamlets.co.uk</a></p>
<b>NHS England</b>	<p><b>Phone:</b> 0300 311 22 33</p> <p><b>Email:</b> <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>  Please state: ‘<b>For the attention of the complaints team</b>’ in the subject line.</p>	<p><b>Post:</b>  NHS England  PO Box 16738  Redditch  B97 9PT</p> <p><b>Website:</b>  <a href="https://www.england.nhs.uk/">https://www.england.nhs.uk/</a></p>
<b>CQC</b>	<p>Are the independent regulator of health and social care in England</p> <p><b>Phone:</b> 03000 61 61 61</p> <p><b>Email:</b> <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></p>	<p><b>Website:</b>  <a href="http://www.cqc.org.uk/">http://www.cqc.org.uk/</a></p>

<p><b>You can contact the Ombudsman at:</b>  The Parliamentary and Health Service Ombudsman  Millbank Tower  Millbank  London SW1P 4QP</p>	<p><b>Phone:</b> 0345 015 4033</p> <p><b>Email:</b> <a href="mailto:phso.enquiries@ombudsman.org.uk">phso.enquiries@ombudsman.org.uk</a></p>	<p><b>Website:</b>  <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a></p>
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