

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the surgery follows strict rules of confidentiality. If you are complaining on behalf of someone else, we need to know that you have his or her permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

Anyone using healthcare services provided or funded by Brent, Harrow or Hillingdon CCG can make a complaint to:

NW London Clinical Commissioning Group
Civic Centre
Station Road
Harrow HA1 2XY

Email: bhcomplaints@nhs.net
Website: www.harrowccg@nhs.uk

If you have a genuine concern about a staff member or regulated activity carried on by this surgery or if you have a complaint about the CCG, the NHS 111 service or SEPT, please contact the **Care Quality Commission**

Tel. 03000 616161, or alternatively visit the following website: www.cqc.org.uk

OMBUDSMAN

If you feel that your concerns have not been addressed, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigate complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit www.ombudsman.org.uk or Text phone (Minicom): 0300 061 4298

PRACTICE COMPLAINTS PROCEDURE

In the first instance if you are concerned, please write to us at:

107 Headstone Road, Harrow, Middlesex. HA1 1PG

The Surgery operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria set by NHS England.

Note: If you make a complaint, it is Practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

Please address all complaints for the attention of the Practice Manager, Penny Farish who will ensure your complaint is processed through the correct procedures.

You can also write to:

NHS England

[For Primary Care Services](#)

[\(GP, Dentist, Pharmacist or Optician\)](#)

NHS England contact details:

NHS England PO Box 16738

Redditch B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint please state:

'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

Headstone Road Surgery

107 Headstone Road, Harrow,
Middlesex HA1 1PG
Tel 020 8863 8923

www.headstoneroadsurgery.nhs.uk

COMMENTS & COMPLAINTS LEAFLET

LET US KNOW YOUR VIEWS

GENERAL Practitioners

Dr Kavita Gandhi

GP Partner

Dr Madhvi Joshi

GP Partner

PRACTICE Manager

Penny Farish



LET THE SURGERY KNOW YOUR VIEWS

The surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the surgery needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the surgery continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

For example:

- Could you easily get through on the telephone?
- Did you get an appointment with the clinician you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were the staff helpful and courteous?

ICAS - INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE

ICAS is a national service that supports and helps people to make their complaint.

The local ICAS Service is:

Healthwatch Harrow

020 3432 2889

info@healthwatchharrow.co.uk

COMMENTS AND COMPLAINTS FORM

Print Name: _____

Address:

Postcode: _____

Telephone: _____

Date of comment/complaint: _____

Brief details:

Signed: _____

You can send in your completed comments/complaint form to the address on the front page of this leaflet or hand deliver it to the Surgery marked for the attention of the Practice Manager.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned.

Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible.

This will enable the surgery to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within one year of the incident that caused the problem
- The surgery will acknowledge your complaint within 3 working days.

We may arrange a meeting with you to discuss the complaint and the timescale for this to be completed.

When the Surgery looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this

Identify what the surgery can do to make sure the problem does not happen again