

Appendix 1 - PATIENT INFORMATION LEAFLET AND COMPLAINTS FORM

How to make a complaint

The practice will always try to give you the best service possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

We hope you will use our practice complaints procedure to allow us to look into and, if necessary, put right any problems you have identified or mistakes that may have been made. (Please note that our practice procedure does not enable us to deal with questions regarding legal liability or compensation.)

If you wish to make a complaint, we are here to help you. You can choose from the following options:

1. **In-Person Discussion:** We will, if possible, arrange for Aisha Siddiqui, our operations Manager, or another senior member of the team to talk to you as soon as possible.
2. **Written Complaint:** You may also choose to put your complaint in writing. Please email us at sjw.complaint@nhs.net.

We aim to address and resolve your concerns promptly and effectively. Your feedback is important to us.

We think it is important to deal with complaints swiftly. If necessary, you will be offered an appointment for a meeting to discuss matters, normally within seven days. You may like to bring a friend or relative with you to the meeting. We may have to make enquiries relating to your complaint, but we will keep you informed and let you know how long it will take us to respond to you.

We will try to address your concerns fully, seek an explanation for the problem and discuss with you any action that may be needed. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly.

If you need help to make your complaint you can go to the Independent Complaints Advocacy Service (ICAS). Phone their helpline on: 0300 330 5454 (more contact information below).

Please note that we have to respect our duty of confidentiality to patients. Therefore, if you are making a complaint on behalf of someone else, it will be necessary to obtain their consent before we can proceed.

For more information about making a complaint, please see the Health Watch website: <http://www.healthwatchislington.co.uk/news/new-complaints-information-and-advice>

If you do not wish to complain directly to us here at St John's Way Medical Centre, you can go to the NHS England Complaints Team – but please note that you cannot take the same complaint to both organisations (contact details below).

Independent Complaints Advocacy Service

POhWER

Helpline: 0203 553 5960

Email: pohwer@pohwer.net

Website: www.pohwer.net/london-ihcas

NHS England Complaints Team