

Making a complaint

The doctors and staff at St Peter's Medical Centre are committed to providing high quality healthcare and services to our patients. The majority of our patients are satisfied with the care and treatment they receive. However, it is acknowledged that on occasions a patient may be unhappy with the service provided and therefore wish to complain.

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at [insert organisation name].

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to a member of the Complaints Management Team, but note this may need to be a booked appointment.

How can I make a complaint?

A complaint can be made verbally or in writing.

A complaints form is available from reception. Additionally, you can complain via email to: stpetersmedicalcentre.e84693@nhs.net

I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf. For more information, please visit their website:

nwlondonicb.nhs.uk

Or write to them: Senior Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD

Or phone: 0203 350 4141 This is an automated service. Please leave a message requesting a call back)

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

A member of the Complaints Management Team will respond to within two business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

Investigating complaints

We will investigate all complaints effectively and in conjunction with current legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record. Making a complaint will not have an impact on the care or treatment you receive from our team. Only the members of the team involved in the specific complaint will be aware of your complaint.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

If you need assistance to
make a complaint:

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services

Other advocates and links can be found on this [PHSO](#) webpage

Further action

If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board \(ICB\)](#) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

St Peter's Medical Centre

Colbeck Road

West Harrow

Middlesex

HA1 4BS

Telephone: 020 8864 4868

www.stpetersmedicalcentre.org.uk

Partners:

Dr Mohan Seevaratnam

Dr Eleanor Worthington

Dr Gillian Dale

Christine Bushell (ANP)

Practice Manager:

Stuart Davidson

Operations & Complaints

Manager:

Louise Hewitt

The Complaints Process

