

CHRISP STREET HEALTH CENTRE

PATIENT LEAFLET: HOW TO COMPLAIN

If you have a complaint or concern about the service you have received from any of the staff working at Chrisp Street Health Centre, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

The guide below shows which organisation you should complaint to about which service. But if you are not sure, just ask the Practice Manager. We can always forward your complaint on to the right person if it is not about our services or staff

Complaint About	Contact	Telephone/Email
Practice staff – GPs, Nurses, Reception staff	Simon Robinson Practice Manager	020 7515 4860 cshc.reception@nhs.net or complete this form and return
Community Service Staff: District Nurses, Health Visitors, Midwives etc, or staff and services at Barts or the Royal London :	Barts Health NHS Trust	Complete an online complaints form - www.bartshealth.nhs.uk ; or you can email your concerns to complaints@bartshealth.nhs.uk . If you don't have access to the internet, please call 020 7377 7000
Mental Health Services	East London Mental Health Trust	Contact the Trust's complaints service on 0800 085 8354 or email: PALSandComplaints@elft.nhs.uk
Anyone else – e.g. Psychologist, Drugs/Alcohol Worker or Advice workers	Ask the Practice Manager	020 7515 4860

Making a complaint can be daunting, but help is available from our local Independent Complaints Advocacy Service known as Pohwer. They offer free support and advice to complainants. Telephone: 0300 456 2370 or visit <http://www.pohwer.net/>

Or you may wish to contact the NHS Complaints Advocacy Helpline on 0300 330 5454 or email: nhscomplaints@voiceability.org

In addition you may complaint directly to NHS England, PO Box 16738, Redditch B97 9PT. Tel: 0300 311 22 33 or email england.contactus@nhs.net. Please state "for the attention of the complaints manager" in the subject line.

What's the process?

1. Your first step will normally be to raise the matter with the Practice Manager. We call this process "local resolution", and most cases are resolved at this stage. Alternatively, if you prefer, you can raise the matter with the relevant commissioning body such as the NHS England or a local Clinical Commissioning Group (CCG).

2. If you are still unhappy, you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS. Call 0345 015 4033 or email England.contactus@nhs.net

How do I complain?

We hope that most problems can be resolved quickly and easily, often at the time they arise and with the person concerned. If your problem cannot easily be sorted out and you wish to make a complaint, please let us know as soon as possible — ideally, within a few weeks. This helps us establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Address written complaints to the Practice Manager. Use the attached form where possible. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. He will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint. Our Senior Receptionists are also on hand to deal with minor matters you feel can be addressed quickly over the desk.

What will the Practice do?

We shall acknowledge your complaint within three working days and aim to have looked into the complaint within ten working days of the date when you raised it with us. Before we respond, we may ask you for some more information. We may need time to meet with staff who your complaint relates to. When we are in a position to offer you an explanation, we will write back to you. In unusual complicated cases it may take up to 6 months, but most complaints can be resolved much sooner.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong.
- if you wish, arrange for you to discuss the problem with those concerned.
- make sure you receive an apology, when one is due
- identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. Alternatively they may countersign the complaints form which is attached.

CHRISP STREET HEALTH CENTRE - COMPLAINTS FORM

Name of Complainant (patient complaining or whom complaint is about)

Name	
Address	
Telephone	
Date of Birth	

Name of the Person Reporting the Complaint/Problem (if different from above):

Name	
Address	
Telephone	
Relation to Complainant	

Where the complainant is **NOT** the patient, please complete the following:

I authorise the complaint noted overleaf to be made on my behalf by , and I agree that the practice may disclose to the complainant confidential information sufficient only to answer the complaint.

Signed _____

Date _____

Complaint Details

Please give a full description of the events and surrounding circumstances including dates, times and places, and identify any member(s) of the Practice

Continue on a separate sheet if necessary and return to the Practice Manager

Monitoring Form

The information you provide is for our statistics only.

Are you?	
Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

Do you consider yourself to have a disability?
Yes <input type="checkbox"/> No <input type="checkbox"/> Details:

What is your birth year? e.g. 1983			

Which of the following best describes your ethnic background?

White

- British
- Irish
- Other white background

Black or Black British

- Caribbean
- African
- Other Black background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background

Other

- Anything else
- I would rather not say

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Other Mixed Background