

West Hampstead Medical Centre Complaint Form

Complainant's Details

Name:

Address:

Patient's Details (where different from above)

Name:

Address:

Date of Birth:

Usual Practitioner:

Details of complaint (including date(s) of event and person involved)

Complainant's signature

Date:

Complaints Practice Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please inform the Practice Manager. We operate a practice based complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How to Complain

We hope most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a formal complaint, we would advise you let us know as soon as possible ideally within a matter of days because this will enable us to establish concisely what happened.

Although we accept complaints verbally, we recommend you put your complaint in writing as then we have a clear audit trail. This should be addressed to the Practice Manager or any of the GP Partners. Please be specific as possible about your complaint.

What we shall do

We will acknowledge your complaint within 3 working days and reply within 25 days after fully investigating in to your raised concerns.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable, because of illness, of providing this.

Complaining to NHS England

We hope that, if you have a problem, you will use our complaints procedure. We believe that this will give us the best opportunity of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

NHS England

Po Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33

Email: NWLCSU.CBLondonComplaints@NHS.net

Data Protection Act and Confidentiality

The practice uses computers in many aspects of day to day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps us to maintain an efficient register of all our patients. It is an invaluable tool to prevention medicine, screening and education. Patient records are held on the computer in accordance with the guidelines of the Data Protection Act.