**West Hampstead Medical Centre Complaint Form**

***Please ensure you fully complete all relevant sections to avoid further delays***

Complainant's Details

Full Name:

Address:

Telephone Number:

Patient's Details (if different from the previous)

Full Name:

Address:

Telephone Number:

Relationship to Patient:

ie father/mother/daughter/son/carer/friend

Date of Birth of Patient:

**Formal Compliant Details:**

Please describe in as much details as possible the clear details of your complaint ie the main issue with the medical advice/treatment/service you have received and exact details what happened including any dates, times, who was involved:

**Supporting Evidence:**

Please advise us if you have any additional supporting documentation or evidence that you would like to provide that you think may be helpful with the investigation of your compliant. You can email us anything you feel is appropriate to admin.whmc@nhs.net. Please put ‘Additional Complaint Evidence’ in the heading with details of the complainant/patient in the main email body so we can link this to your complaint

**Please kindly describe how this situation has affected you/others?**

**Please describe what you feel the practice should do to help try and resolve this issue going forwards:**

Do explain from your perspective what went wrong and why and how can we learn from this experience and implement measures to reduce this occurring again. What would you like us to do to try to address and if possible resolve your concerns?

**Practice Procedure**

If you have a concern about the practice please complete a comments form in person located in both waiting areas.

If you would like to raise a formal complaint then we operate a practice based complaints procedure as part of an NHS system for dealing with complaints which meets national criteria.

You can complete a complaint online using the following [link WHMC Online Compliant Form](https://www.westhampsteadmedicalcentre.com/auth/ea85b114-d13a-43dd-a42b-95ee043e00e0/Forms/44f5c543-7865-423d-9bad-6abe9702fbca) . You can also download (from [WHMC Complaint Form](https://www.westhampsteadmedicalcentre.com/auth/ea85b114-d13a-43dd-a42b-95ee043e00e0/pages/%24FusionCmsRoot%24/mf.ashx?ID=4c0cac63-f29c-4749-8b5b-0252dd2d0d40)) and email this form back to us at admin.whmc@nhs.net.

**How to Complain**

We hope most problems can be resolved easily and quickly, often at the time they arise and with the person concerned.

We recommend you put your complaint in writing as we then have a clear audit trail. This should be addressed to the Practice Manager or any of the GP Partners. You can use the form available at the Reception or on our website.

**What we shall do**

We will acknowledge your complaint within 3 working days and typically respond within 25 working days. Some complaints may take longer to investigate.

**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

**PLEASE NOTE** WE CANNOT ACCEPT COMPLAINTS ABOUT OTHER ORGANISATIONS; PLEASE KINDLY REFER TO THOSE ORGANISATION’S DIRECTLY. For Hospitals please go to their Patient Advisory Liaison Service (PALS) for further advice.