

The Contact details are:

The Aberfeldy Practice  
2A Ettrick Street,  
London E14 0PU

Tel: 020 7515 5622

Email: [nelondon.f84698-workflow@nhs.net](mailto:nelondon.f84698-workflow@nhs.net)

### **If you are not satisfied**

If you are not satisfied with the way we have dealt with your complaint, you can contact either the health service ombudsman on 0345 015 4033

The website is: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Complaints to NHS England

By telephone: 0300 311 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**By post: NHS England, PO Box 16738, Redditch, B97 9PT**

### **Remember**

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated with the strictest confidence.
- Making a complaint will not affect your treatment or care.

# **The Aberfeldy Practice**



## **MAKING A COMPLAINT**

**2A Ettrick Street**

**Poplar**

**London**

**E14 0PU**

**Tel: 020 7515 5622**

### **GP Partners**

Dr Phillip Bennett-Richards

Dr Sarah Pitkanen

Dr Emma Radcliffe

Dr Dev Gadhvi

Dr Felice Cartz

Dr Manil Malawana

### **Managers**

Abdul Amin

Rakib Hossain

The doctors and staff at this practice are committed to providing high quality healthcare and services to patients.

If you have any complaint or concern about the service that you have received from the practice, please let us know.

We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria

## How to complain

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try and sort them out.

If you wish to make a complaint please let us have details of your complaint soon, so we can find out what happened. It helps us if you can give us as full details as possible.

You can ask for an appointment or book a telephone call with the management team to discuss your concerns. The management team will explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

You need to make your complaint within 12 months of the incident that caused the problem OR within 12 months of discovering that you have a problem relating to a specific incident.

## What we will do

We will contact you about the complaint within three working days and aim to have looked into your complaint within ten working days. As part of our review we may contact you to discuss the best way to investigate the complaint, including the timescales for a reply. We will aim to offer you an explanation within an agreed time frame, or a meeting with the people involved.

## We will look into your complaint to:

- Find out what happened and what went wrong.
- Invite you to discuss the problem with those involved, if you would like this.
- Apologise where this is appropriate.
- Identify what we can do to make sure that the problem does not happen again.

## Complaining on behalf of someone else

Medical records are protected by the Data Protection Act 1998. If you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (i.e. due to illness) of providing this.

## Getting Help

The independent complaints Advocacy Service (ICAS) on 0300 303 1660 can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting. You can email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

- **F**  
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If you prefer, you can phone or write to the complaints department Complaints Team (London Region)  
NHS England Complaints Team  
NHS England-Southside  
4th Floor  
105 Victoria Street  
London  
SW1E 6QT

Tel : **0300 311 22 33**