

MAKING A COMPLAINT

Write or email:

The Aberfeldy Practice
19 Aberfeldy Square
E14 0XA

Tel: **020 7515 5622**

Email: 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 local NHS complaints team on nelondonicb.complaints@nhs.net or the health service ombudsman on **0345 015 4033**
The website is: www.ombudsman.org.uk

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.

GP PARTNERS

Dr Phillip Bennett-Richards
Dr Win Leung Siu
Dr Emma Radcliffe
Dr Dev Gadhvi
Dr Felice Cartz
Dr Manil Malawana

PRACTICE MANAGEMENT

Rakib Hossain
Wai Bun Lam

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 staff member 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.

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

If you prefer, you can write to the complaints dept
Complaints Team (North East London)
4th Floor – Unex Tower
5 Station Street
E15 1DA

NHS NEL Complaints Team email:
nelondonicb.complaints@nhs.net