

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, please ask us.

Complaint About	Contact	Telephone/Email/Website
Practice staff – GPs, Nurses, Reception staff	The Practice – give your basic details to Reception; a senior member of the team will contact you within 3 working days.	<ul style="list-style-type: none"> • Complete this form and return it to us • Call us on 020 7515 4860 • Email us at: cshc.reception@nhs.net • www.chrispstreet.org
Community Service Staff: District Nurses, 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/complaints ; or you can email your concerns to BHNT.CentralComplaints@nhs.net . If you don't have access to the internet, please call 020 7480 4776
Health Visitors	Tower Hamlets GP Care Group CIC, St Andrews Health Centre, Hannaford Walk E3 3FF	020 8980 1888
Mental Health Services	East London Mental Health Trust	Contact the Trust's complaints service on 0800 085 8354 or email: elft.complaints@nhs.net
Anyone else – e.g. Psychologist, Advisors	Check with a senior Team Member	020 7515 4860

I need help making a complaint

Contact your local Independent Complaints Advocacy Service - Pohwer. They offer free support and advice to complainants. Tel: 0300 456 2370 or <http://www.pohwer.net/>

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

Or complaint directly to NHS North East London integrated care board.

Tel: 020 8221 5750

Email: nelondonicb.complaints@nhs.net

Address: Complaints Department, NHS North East London, 4th Floor – Unex Tower, 5 Station Street, London E15 1DA

What's the process?

1. Your first step will normally be to raise the matter with the Practice (or directly with NHE England. This stage is "local resolution". Most cases are resolved at this stage.
2. If you are still unhappy, refer the matter to the Parliamentary and Health Service Ombudsman. Call 0345 015 4033 or email England.contactus@nhs.net

How do I complain?

Many problems can be resolved quickly and easily at the time they arise. If your problem cannot easily be sorted out and you wish to make a complaint, please let us know as soon as possible This helps us establish what happened more easily. Otherwise we accept complaints within 12 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.

Who deals with my complaint?

Written complaints should be sent to the Practice Manager who will deal with the matter or allocate it to the most appropriate staff member or a GP lead. Use the attached form where possible. If you wish to talk to us about something that has happened, give our Reception Team some basic information and **a senior member of our Practice team will call you back to discuss your concerns within 3 working days.** It will be a great help if you are as specific as possible about your complaint. Remember our Reception Manager is also usually on hand to deal with matters relating to Reception, Appointments and Prescriptions.

What will the Practice do?

We acknowledge your complaint within three working days and start investigating as soon as we can. 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 provide us with a Summary/ Key Point of your complaint

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