

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this PHSO webpage

Further action

If you are dissatisfied with the outcome of your complaint from either nhsnw.complaints@nhs.net or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

or

Citygate, Mosley Street
MANCHESTER
M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk

Complaints Procedure

Information
for Patients



**Greenford Avenue
Family Health Practice**
322 Greenford Avenue
Hanwell
W7 3AH
Tel: 020 8578 1880

**Also see separate
Complaints Form,
available at the Reception**

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Greenford Avenue Family Health Practice.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint. You can speak to our Senior Administrator and Patient Liaison Complaints Coordinator: Magdalena Mazur.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

E-mail: nhsnw.complaints@nhs.net

In writing: Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD

Telephone: 020 3350 4567 (This is an automated service. Please leave a message requesting a call back).

A complaint can be made verbally or in writing. A complaints form is available from the reception.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager, Rakhee Parikh will acknowledge to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Greenford Avenue Family Health Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Greenford Avenue Family Health Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Greenford Avenue Family Health Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Greenford Avenue Family Health Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint