

KENSINGTON PARK MEDICAL CENTRE

75 Russell Road, London, W14 8HW Tel: 020 7371 6060 Website: www.kensingtonpark.co.uk

Compliments & Complaints Patient Leaflet

Let The Practice Know Your Views

Kensington Park Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive.

Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Tell us about our service by completing this form:

- Tell us what we've done well.

Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

How To Complain

In the first instance please discuss your complaint with the staff member concerned.

Where the issue cannot be resolved at this stage, please contact the Practice Complaints Manager, who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

You can complain in writing, by email or by speaking to someone in the organisation. You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

What we shall do

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 15 working days of

the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you so wish.
- Make sure you receive an apology where this is appropriate.
- If applicable, identify what we can do to make sure the problem does not happen again.

Complaining On Behalf Of Someone Else

Please note that Kensington Park Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

Complaining To Other Authorities

We hope that if you have a problem you will follow this guidance. However, if you feel you cannot raise your issue with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies.

Patient Advisory Liaison Service (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

You can phone NHS 111 for details of your nearest PALS.

Northwest London Clinical Commissioning Group

NHS West London Clinical Commissioning Group
15 Marylebone Rd, London NW1 5JD
Phone: 020 3350 4000

NHS England

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

By email to: england.contactus@nhs.net

If you are making a complaint, please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33

Opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am. Closed on bank holidays.

Ombudsman

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033

