

Eagle House Surgery

Complaints Procedure

Reviewed: 07/2023



**Eagle House Surgery
291 High Street
Ponders End
Enfield
EN3 4DN
Tel No: 0208 805 8611**

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

If you are dissatisfied with the outcome

You have the right to approach the
Parliamentary & Health Service Ombudsman.

Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

www.ombudsman.org.uk/make-a-complaint

(to complain online or download a paper form)

You may also approach PALS, Healthwatch or the
Independent Health Complaints Advocacy
for help or advice.

The local Healthwatch can be found at:

www.healthwatch.co.uk

The IHCA is able to be contacted at:

www.seap.org.uk/services/nhs-complaints-advocacy

Making a Complaint

If you wish to raise a concern or complaint, please speak/write to the Practice Manager Helen Robinson. Complaint forms and other complaint information are available with the receptionists. Information of who to complain & how, is also available on our practice website.

Feedback & Complaints - Eagle House Surgery. If you want to make a complaint about primary care services to the commissioner, you will need to contact North Central London (NCL) Integrated Care Board (ICB) instead of NHS England. You can do this by:

Telephone: 020 3198 9743

E-mail: nclicb.complaints@nhs.net

Post: North Central London Integrated Care Board Complaints Team,
Laycock
PDC, Laycock Street,
London,
N1 1TH

If you have a formal complaint to make, it is always advisable to try and resolve an issue directly with the provider in the first instance.

To complain about a UK government organization or the NHS in England you can contact the Health Ombudsman in the following manner:

- Visit their 'Making a complaint page' to complain online or download a paper form
- Call their Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday
- Send a text to their 'call back' service: 07624 813 005

What We Do Next

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within ten working days and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

The practice Complaints Manager is Helen Robinson.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient or may be able to deal directly with the third party. This depends on the wording of the authority provided.