

Easy Read Version - How to make a Complaint



Novum Health
Partnership

The Doctors and Staff wish to deliver
HIGH QUALITY PATIENT CARE AT ALL TIMES.




We are pleased to receive your **suggestions** so that we can learn and take action to improve our patient care.

Also, we would like you to let us know when you are **happy** with the care that we give you.



If you are unhappy with your treatment or that of a loved one or feel that it has been unjust or inappropriate you can:

- make a complaint
 - have your complaint properly looked at
 - get an answer from the people who have been involved
 - and you may find out more by looking at the **Easy Read NHS Constitution**.
- ❖  website at
- ❖ [NHS Constitution for England: easy reads - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- If you feel that you would like to let us know about what you or a loved one, who has agreed you may talk to your Doctor or the Practice Manager or you may write to
 - Miss M Stewart - Practice Manager
Novum Health Partnership
Primary Care Centre, Hawstead Road, London, SE6 4JH



Your feedback is important to us.

Please follow the steps below to help you let us know what you are unhappy about.



First of all:

1. **Decide** what you would like to happen.

- Would you be happy with an apology?
- Do you want action to be taken against a member of staff?
- Do you want a change to the way that we do things?

❖ You will need to make this clear to us.

2. Before you make a Complaint **you should** make a note of the important events.

- These could be the dates, times, names and conversations.
- Include all other important details.

❖ You may need to look back at these later.

3. Please **remember** to:


- Keep a copy of everything that you post.
- Make a note of when you sent everything.
- Make your complaint within 12 months of the event that you are complaining about or as soon as it happened.

❖ The time limit may be extended if you have good reasons for the delay, for example, you were grieving or were undergoing trauma and it would have been hard to complain earlier.

4. If you need **HELP** to make a complaint you can contact any of the following:

- **Healthwatch Lewisham**

- ❖ An independent national champion for people who use the health and social services.


- ❖  0203 886 0196

- ❖  info@healthwatchlewisham.co.uk

- **South East London ICB**

- ❖ If you prefer not to get help locally or have tried without success you may get in touch with **South East London Integrated Care Board** that organises health services nationally.

- ❖  0208 176 5337

- ❖  contactus@selondonics.nhs.uk Please write 'For the attention of the Complaints Manager' in the subject line.

- The Department of Health  website: www.nhs.co.uk has information on the NHS Complaints Procedure.



Then please follow our Practice way of making a complaint.

- Any complaint you wish to make can be accepted either



in writing

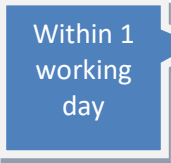


or spoken.

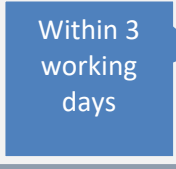
- ❖ All complaints should be addressed to the Practice Manager

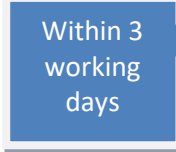
BUT


- ❖ you can write or talk to the Doctor if you feel that is the best thing to do.

- ❖  The Practice Manager will contact you by telephone within 1 working day from when she receives your complaint to discuss and try to **sort it out**.

- If your complaint cannot be sorted out at this time -

- ❖  and if your complaint was written - you will get a letter within 3 working days to say that the Practice has got your complaint.

- ❖  and if your complaint was spoken - you will get a letter within 3 working days to say that the Practice has got your complaint and what the Practice thinks that the complaint is about.

-  Any complaint that you make will be looked into and you will get a written report from the Practice within 10 working days.

- ❖ This will say what the results of the findings are and if suitable, the steps taken to ensure that the situation does not happen again.

- If there is a delay in dealing with your complaint we will let you know where we are up to as often as we can.
- If everyone thinks that it would be helpful, you will be invited to come to the Surgery to discuss your complaint with the Practice Manager and maybe one or more of the Doctors.
 - ❖ You will then get written information from the Practice about the details and the results.
- Where other people or organisations are involved, you will be kept informed about the steps that are being taken to get their facts.
- The Practice will try to deal with all complaints in an orderly and efficient way so that we can achieve a fair ending to the complaint.



We hope that any complaint that you have about the Practice can be sorted out by the Doctors and/or the Practice Manager within the Practice -

- but there may be times when you feel that this is not helpful
- or you may not be happy with the way that your complaint has been dealt with by the Practice.
- You have the right to ask for an **independent review of your complaint**.
 - ❖ This means that people and organisations that are separate from the Practice will look at your complaint fairly.
 - ❖ These include:

- **Healthwatch Lewisam**, an independent nation champion for people who use health and social services. They can offer support to patients in raising complaints against the NHS.

❖  0203 886 0196


and


- **The Parliamentary & Health Service Ombudsman**

❖  0345 015 4033

❖  Millbank Tower, Millbank, London, SW1P 4QP.

❖  www.ombudsman.org.uk

 If you wish to discuss any part of this document with the Practice Manager, please ask the Receptionist or your Doctor will arrange this for you.

 If you make a complaint this will not affect your treatment or care in any way.

Written in Easy Read format: August 2019

Review date: July 2024

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