

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Mildmay Medical Practice 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

### YOU CAN COMPLAIN TO NORTH CENTRAL LONDON INTEGRATED CARE BOARD (NCL ICB)

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you should complain directly to NCL ICB who will contact the practice to investigate:

#### North Central London Integrated Care Board Complaints Team

**Email:** [nclcb.complaints@nhs.net](mailto:nclcb.complaints@nhs.net)

**Telephone:** 020 4515 1448

**Post:** NHS North Central London ICB, Complaints team,  
2<sup>nd</sup> Floor, Laycock PDC, Laycock Street, London N1 1TH

### SUPPORT MAKING YOUR COMPLAINT

If you need support to make a complaint you can contact Rethink Advocacy. They can provide you with an advocate; a person who will ensure you understand your options and help you to complain to achieve the outcome you are seeking.

#### **NHS Complaints Advocacy Service Rethink Advocacy**

**Web:** [www.rethinkadvocacy.org.uk](http://www.rethinkadvocacy.org.uk)

**Email:** [advocacyreferralhub@rethink.org](mailto:advocacyreferralhub@rethink.org)

**Telephone:** 0300 7900 559

**Post:** Rethink Advocacy, 21 Albert Embankment,  
Vauxhall, London SE1 7GR

## IF YOU ARE STILL NOT HAPPY

### OMBUDSMAN

As a last resort, if you are not happy with the response from the practice, North Central London Integrated Care Board, or the result of your complaint, you can appeal to the Parliamentary and Health Service Ombudsman. The Ombudsman investigates complaints about the NHS in England.

You cannot go to The Ombudsman straight away – you must first complain to the GP practice or to North Central London Integrated Care Board. This must be within one year of the incident you are complaining about.

**Ombudsman's Complaints Helpline:** 0345 015 4033

**Textphone:** 0300 061 4298

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Web:** <https://www.ombudsman.org.uk/make-a-complaint>

Mildmay Medical Practice

# Complaints & Concerns Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

GP PRINCIPAL

Dr Patrick McDaid

**Please Take a Copy**

*(Revised December 2023)*

## LET THE PRACTICE KNOW YOUR VIEWS

Mildmay Medical Practice 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.

### **PRACTICE COMPLAINTS PROCEDURE**

#### **YOU CAN COMPLAIN TO US**

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.

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## HOW TO COMPLAIN

Complaints may be raised in any of the following ways: verbally or in writing, by email to [admin.mildmay@nhs.net](mailto:admin.mildmay@nhs.net), via our website, or by telephone on 020 7923 1999, and will be forwarded to the complaints manager.

Your complaint will be investigated and you will be offered further advice on the complaints procedure. If your problem cannot be resolved at local practice level and you wish to make a formal complaint, please let us know as soon as possible.

A complaint should be made as soon as possible after an event and not more than 12 months after the date the matter complained about occurred, or the date that you became aware of the event. The time limit can be extended if there were good grounds for not making the complaint earlier and it is still possible to investigate the complaint fairly and effectively.

The practice will endeavour to acknowledge your complaint within 3 working days and aim to have looked into your complaint within 30 days of the date you raised it with us where possible. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

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[illegible]

Name: \_\_\_\_\_

Address:

Mobile or Telephone: \_\_\_\_\_

Email address:

Date of complaint / comment:

Details:

Signed: