

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice, then you can contact the Care Quality Commission on 03000 616161, or alternatively visit their website: <http://www.cqc.org.uk>

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS care or treatment.

- www.pohwer.net/our-services/nhs-complaints-advocacy via 0300 456 2370
- [Advocacy People](#) gives advocacy support. Call them on 0330 440 9000 / textphone 0786 002 2939 or email: nhscomplaints@voiceability.org
- [Age UK](#): 0800 055 611
- Local council can give advice on local advocacy services.
- Other advocates and links can be found on the [PHSO webpage](#).

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman (PHSO) who investigate complaints about the NHS in England.

You can call the Ombudsman's complaints helpline on 0345 015 4033 or visit their website: <http://www.ombudsman.org.uk>.

SUGGESTIONS

We are continually striving to improve our services. Any helpful suggestions that will assist us, may be given verbally, or put into writing and marked for the attention of our practice manager.

NHS FAMILY & FRIENDS TEST

From 1st December 2014, GP practices are expected to provide people who use their services an opportunity to give anonymous feedback through the Family and Friends

Test: <https://www.cranbrooksurgey.co.uk/friendsandfamilypages/fullsurvey/25293> except where it would be inappropriate to do so.

Our patients can provide this feedback by completing a short questionnaire, which is available at the practice. Please help us to improve care for the next patient by rating and reviewing the surgery. Results will be published on our website and in the surgery.

PATIENT SATISFACTION SURVEYS

We are keen to get your feedback, and the practice participates in the NHS patient satisfaction surveys carried out every three months.

The Department of Health sends out satisfaction questionnaires to a randomised sample of the centre's patients, and we would urge all patients to complete and return these, as this will help us improve our service to you.

The Complaints & Feedback Process

CRANBROOK SURGERY

737a Cranbrook Rd Ilford
IG2 6RJ

Tel: 0208 554 7111

Email:

nelondonicb.cranbrooksurgey@nhs.net

Website: <https://www.cranbrooksurgey.co.uk/>

LET THE PRACTICE KNOW YOUR VIEWS

CRANBROOK SURGERY is always looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think about the services you receive. Tell us what we do best, where we do not 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 THE SHORT SURVEY FORM IN THE RECEPTION

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were our staff helpful and courteous?

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

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the **PRACTICE MANAGER** or complete a complaints form from the surgery / send an email to nelondonicb.cranbrooksurgery@nhs.net.

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:

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 surgery will acknowledge your complaint within three business days. The practice manager (and the GP partners) will investigate your complaint/ concerns fully and a formal written response will be sent within 14 working days. We will liaise with you about the progress of any complaint.

CONFIDENTIALITY

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We at Cranbrook Surgery keep 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

If for any reason you do not want to speak to a member of our staff, then you can make a complaint to the NHS North-East London (NEL) integrated care board instead of NHS England.

<https://northeastlondon.icb.nhs.uk/news/how-you-make-a-complaint-about-primary-care-services-is-changing-on-1-july/>

You can do this by:

Telephone: 020 8221 5750

Email: nelondonicb.complaints@nhs.net

Writing to us at:

Complaints Department
NHS North East London
4th Floor – Unex Tower
5 Station Street
London E15 1DA

A complaint can be made verbally or in writing.