

Honeypot Medical Centre

Patient Complaints – Information Leaflet

We always try to give you the best service possible but there may be times when you feel this has not happened. This leaflet explains what you should do if you have a complaint about the services we provide for you.

❖ **Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the Doctors, Nurses or any of the staff working in the Practice please let us know immediately. We operate a Practice Complaints procedure as part of the NHS system. Our Complaints procedure meets National criteria.

❖ **How to Complain**

If you wish to make a complaint please phone, write or book an appointment to speak to our Practice Manager who, will be able to deal with your complaint promptly and if necessary arrange for you to see a Doctor/s to discuss further.

- Let us have details of your complaint immediately or
- within 6 months of the incident that caused the problem or
- within 6 months of discovering you have a problem, provided this is within 12 months of the incident

The sooner you let us know, the easier it is to establish what happened

❖ **What We Do Next**

- Complaints are dealt with swiftly, we try to resolve immediately by phone or at a meeting
- Complaints are acknowledged within 3 working days
- If necessary you will be offered an appointment within 10 days, to discuss the matter, you may bring a friend or Relative to the meeting
- If we have to make lots of enquiries this may take longer, you will be kept informed
- We will try to address your concerns fully, provide explanations and discuss any action necessary
- We aim to resolve the complaint by the end of discussion

❖ **Complaining to the Health Authority**

If you are dissatisfied with investigation or feel you cannot raise your complaint with us you may contact the Health Authority for further advice as follows:-

Customer Services Manager for Patient Complaints
Brent and Harrow Health Authority
Grace House
Harrovia Business Village
Bessborough Road
Harrow
HA1 3EX

You may also like to contact the Community Health Council, 2 Junction Road, Harrow.

❖ **Confidentiality**

Please note that we have to respect our duty of Confidentiality to Patients and a Patient's consent will be needed if a complaint is **not made by the Patient concerned, in person.**

We hope that you will never have to make a complaint but that you will use our Complaints Procedure as necessary to allow us to look into and put right any problem you have identified