

ST JOHN'S WAY MEDICAL CENTRE MAKING A COMPLAINT

The practice will 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 to do if you have a complaint about the services we provide for you.

We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that may have been made. Our practice procedure does not enable us to deal with questions regarding legal liability or compensation.

If you wish to make a complaint we shall, if possible, arrange for Penny Borrow, our Executive Director, to talk to you immediately. She will take full details of your complaint and talk to you about the possible courses of action. If she is not immediately available, an appointment will be made for you to see her at the time of the complaint.

We think it is important to deal with complaints swiftly. If necessary you will be offered an appointment for a meeting to discuss matters, normally within seven days. Occasionally, if we have to make some enquiries, it may take a little longer, but we will keep you informed. You may like to bring a friend or relative with you to the meeting.

We will do our best to address your concerns fully, seek an explanation for the problem and discuss with you any action that may be needed. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly.

If you use this procedure it will not affect your right to complain to the NHS Islington, your local Primary Care Trust, if you so wish. The appropriate contact addresses for NHS Islington Complaints and PAL Services are printed below.

Please note that we have to respect our duty of confidentiality to patients. Therefore, if you are making a complaint on behalf of someone else, that patient's consent will be necessary before we can proceed.

The Complaints Manager
Complaints Department
NHS Islington
338-346 Goswell Road
London EC1V 7LQ
Tel: 020 7527 1447
complaints@islingtonpct.nhs.uk

Patient Advice and Liaison Service
NHS Islington
338-346 Goswell Road
London EC1V 7LQ
Tel: 7527 1086 or 020 7527 1087
Minicom: 020 7527 1085
Fax: 020 7527 1413
pals@islingtonpct.nhs.uk

ST JOHN'S WAY MEDICAL CENTRE
COMPLAINT FORM

Complainant's details

Name: D.O.B.

Address:

..... Tel:

Date of incident: GP:

Details of complaint and persons involved:

PLEASE CONTINUE OVERLEAF IF REQUIRED

Signed: Date:

NB - if making a complaint on behalf of someone else their signed consent must be given