

## If you are Dissatisfied with the Outcome

**You have the right to approach the Ombudsman.**

**The contact details are:**

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
30 Millbank  
London  
SW1P 4QP

Tel: 0345 0154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

<http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form).

**You may also approach PALS for help or advice**

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice;

The local Healthwatch can be found at:

<http://www.healthwatch.co.uk/>

The IHCA is able to be contacted at:

<http://www.seap.org.uk/services/nhs-complaints-advocacy/>

The Patient Advice and Liaison Service (PALS) is based at

PALS Office, Main Atrium  
Queens Hospital  
Rom Valley Way  
Romford, Essex RM7 0AG

Email: [pals@bhrhospitals.nhs.uk](mailto:pals@bhrhospitals.nhs.uk)



135 Straight Road  
Harold Hill, Romford  
Essex, RM3 7JJ

Main Tel No: 01708 372021

Fax: 01708 378161

[www.ingrebourne-medical-centre.co.uk](http://www.ingrebourne-medical-centre.co.uk)

## Complaints Procedure

**If you require this leaflet in a different format or you need further information or assistance, please contact Reception.**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned or the Practice Manager, this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case,

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing it covers all of the necessary aspects.

Any complaints will not affect any ongoing treatment and care from the surgery.

### Send your written complaint to:

Angelo Soteriou  
Practice Business Manager  
Ingrebourne Medical Centre  
135 Straight Road  
Romford  
Essex, RM3 7JJ

You may also make your complaint directly to NHS England, who commission our service:  
By telephone: 03003 11 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
By post: NHS England, PO Box 16738, Redditch, B97 9PT

## What we do next

We aim to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply, if possible. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.