

Information for patients: how to make a complaint

1 Introduction

If you have a complaint about the service you have received from any member of staff in this practice, please let us know.

Sometimes the problem can be resolved quickly and easily by talking to the person concerned when the problem arises.

However, if your problem cannot be sorted out on the spot, and you wish to make a complaint, then it would be helpful if you could do so as soon after the event as possible, because this will enable us to establish what has happened more easily.

2 Who to contact

To make your complaint, you can do either of the following:

- Ask to speak to a senior manager, who will take down the details of your complaint
- Write to the practice manager, Carole Mackney setting out the details of your complaint in writing. The address to write to is:

**Carole Mackney
Highbury Grange Medical Practice
1-5 Highbury Grange
London N5 2QB**

3 What happens next

When we receive the details of your complaint we will take the following actions:

- Find out what happened and what went wrong
- Make it possible 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 we can do to make sure the problem doesn't happen again

We aim to respond to complaints within ten working days of receiving the complaint.

4 If you cannot make the complaint yourself

If you cannot make the complaint yourself, someone else, such as a close friend or relative, can do it for you. However, because of the strict rules about medical confidentiality, you will need to provide your written permission for them to complain on your behalf.

5 What to do if you feel you cannot raise your complaint with us or you are dissatisfied with the outcome?

We hope that you will use our practice complaints procedure if you have a problem. We believe this gives us the best chance of putting right whatever has gone wrong, and allows us the opportunity to improve our service. But if you feel you cannot raise your complaint with us or that you have used our complaints procedure but you are unhappy with the outcome, you can approach NHS Islington with your complaint instead. These complaints need to be made within a year of the incident or problem. There is a service called Patients Advice and Complaints which will assist you in making your complaint.

The contact details for the Patient Advice and Complaints Department are:

Tel: 020 3317 3003

Minicom: 020 3317 2890

Fax: 020 3317 2880

Email: pals.ncl@nclondon.nhs.uk

Post: NHS North Central London PALS and complaints service
Freepost RSSE-SHET-UJTL
5th Floor, Stephenson House
67-87 Hampstead Road
London NW1 2PL