

## If you are Dissatisfied with the Outcome

You have the right to approach the

Ombudsman, if you are not satisfied with the way we have dealt with your complaint. The contact details are:

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

Tel: 0345 015 4033

or textphone (minicom) on 0300 061 4298

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

The helpline is open 8.30am to 5.30pm, Monday to Friday

The Practice Complaints Manager is:

Ms Katie O'Beirne

Complaints GP Lead: Dr Hesha de Silva

CEDAR PRACTICE

## Complaints Procedure

**Healthwatch Hackney - Your local health and care watchdog.**

**Contact: 0808 164 7664**

**E-mail: [info@healthwatchhackney.co.uk](mailto:info@healthwatchhackney.co.uk)**

**Website: [www.healthwatchhackney.co.uk](http://www.healthwatchhackney.co.uk)**

A copy of Hackney's Health and Social Care Complaints Charter can be found on their website.



**Also see separate  
Complaints Form  
available at Reception**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned or by speaking to a member of the management team to discuss your concerns and this may be the approach you try first. They will explain the complaints procedure to you and make sure that your concerns are dealt with promptly

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

Within 12 months from the date on which the event which is the subject of the complaint occurred,

or within 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice, giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

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 this covers all the necessary aspects.

### Send your written complaint to:

Practice Management, Cedar Practice, John Scott Health Centre, Green Lanes, London N4 2NU.

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within that time frame, or a meeting with the people involved. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

We will look into your complaint to:-

- Find out what happened and what went wrong and draft a plan of action for investigating the complaint and send a copy of the Plan to you the complainant..
- Invite you to discuss the problem/draft plan with those involved, if you would like this.
- Apologise where this is appropriate.
- Identify what we can do to make sure that the problem does not happen again.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that if possible you receive one coordinated reply. 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 it.

Once the investigation into your complaint is completed we will send a final response letter which will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

Medical records are protected by the Data Protection Act 1998 and we keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An note of authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

Please ask at Reception for the Complaints Form which contains a suitable authority for the patient to sign to enable a complaint to proceed.

### Getting Help

The NHS Complaints Advocacy Services on Telephone No 0300 330 5454 can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting. The website is: <http://nhscomplaintsadvocacy.org>

The Advocacy Project is the lead provider of Independent Health and Care Advocacy Services for Hackney. They ensure that people across all age and care groups can voice their concerns, understand their rights and make effective choices. Their website is: <https://www.advocacyproject.org.uk/news/the-advocacy-project-in-hackney/>

POhWER delivers information, advice, support and advocacy services throughout England. They aim to support people who face difficult issues and want to make their voice heard. They can be contacted on telephone No: 0300 456 2370 or via their website: [www.pohwer.net](http://www.pohwer.net)

If you do not wish to raise your complaint with the practice, you may contact NHS England (London Region) Complaints department at 5th Floor, Skipton House, 80 London Road, London SE1 6LH Telephone no:0207 932 3700 Their staff will aim to try to sort out complaints and can make enquiries on your behalf. More information can be found here: <https://www.england.nhs.uk/contact-us/complaint/>