

Where can I get further help and advice?

There are two services which can further support patients in making a complaint:

- NHS Complaints Advocacy can provide you with support and advocacy. You can contact NHS Complaints Advocacy by phone on 0300 330 5454 or email nhscomplaints@voiceability.org. You can also visit their website for more information - www.nhscomplaintsadvocacy.org
- There is a local service provided by the organization POhWER whom is also able to support patients. The organization can be contacted on 0300 456 2370 or email pohwer@pohwer.net. Their website is <https://www.pohwer.net/haringey>.

Alternatively, if patients feel that they cannot raise their complaint with the Practice you can approach NHS England with your complaint instead. These complaints need to be made within a year of the incident or problem. Please contact them via the below:

Tel: 0300 311 22 33

Website: <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

Email: england.contactus@nhs.net

Address: Complaints Service,

NHS England

PO Box 16728

Redditch,

B97 9PT

You also have the right to take your complaint to the Health Service Ombudsman. There are time limits for taking a complaint to the Ombudsman, although the Ombudsman can waive them if it is perceived that there is good reason to do so. You can contact their helpline on 0345 015 4033 or phso.enquiries@ombudsman.org.uk

Further information is also available on the Ombudsman website. You can write to the Ombudsman at:
The Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank,
London
SW1P 4QP.

The NHS Constitution sets out your rights as a patient and explains the commitments the NHS has made to providing you with a high quality service. Organisations providing NHS care must take account of the NHS Constitution when treating you so you may find it helpful to refer to it if you are thinking about making a complaint.

Go to <https://www.gov.uk/government/publications/the-nhs-constitution-for-england> for details.

Havergal Surgery

How do I give feedback or make a complaint?



9-10 Havergal Villas
Green Lanes
London
N15 3DY

☎: 0208 888 6662

✉: nclccg.havergalsurgery@nhs.net

🌐: www.havergalsurgery.nhs.uk

TALK TO US!

Our aim is to give you the best care we can and to help us achieve this we welcome any constructive comments and suggestion you may have about the services provided at Havergal Surgery. Unfortunately there are times when things do not go to plan and if this is the case please let us know so that the necessary steps can be made to rectify things.

We treat every complaint seriously and aim to resolve the matter in an efficient manner. Please note that all complaints are treated in confidence will not affect your care at the Surgery.

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.

Please complete the complaint form available in the surgery reception or the practice website and return to the Practice Manager. This can be handed to the reception or via email to nlccg.havergalsurgery@nhs.net

TIME FRAME FOR COMPLAINTS

The time constraints on bringing a complaint must be within 12 months of the matter which caused the problem or within 12 months becoming aware you have something to complain about. The practice manager will acknowledge the complaint within three business days and aim to provide a response within the agreed time frame.

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

The Practice complaints and system is directly monitored by the regulatory bodies and submit KO41B submissions via NHS Digital.

CONFIDENTIALITY

Havergal Surgery will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

THIRD PARTY COMPLAINTS

Havergal Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third Party Consent Form is available online via our practice website or at the surgery reception.

FINAL RESPONSE

Havergal Surgery will issue a final formal response to any who have submitted a complaint. This will provide full details and outcomes of the complaint carried out. Further information is available within the Complaints Procedure.

At Havergal Surgery,
The Complaints Manager is:
Mrs Trudy Galka (Practice Manager)
and supports the Responsible Officer who is
Dr Amrish Gor (Principal GP)

