

### **Independent complaints advocacy service**

If you could like advice or you are unhappy with the response you have been given, and want to discuss the matter further, you can contact an independent complaints advocacy service known locally as Voiceability on 03003305454 as they are experienced in supporting people with complaints about the NHS.

Further information about ICAS can also be found at [www.voiceability.org](http://www.voiceability.org)

### **Health Service Ombudsman**

Should you require an independent review of the complaint please write to the Health Service Ombudsman for England, Millbank Tower, Millbank, London SW1P 4QP.  
Customer Helpline 0345 015 4033

Further information can be found at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Alternatively you can contact NHS England, PO Box 16738, Redditch, B97 9PT, T0300 311 22 33 email [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

### **Management Team at the Practice**

Ms Jeanette Creaser  
Complaints Manager  
Partner and Practice Manager

Dr Tom Mtandabari-GP  
Partner

Dr Andy Goodstone-GP  
Partner

Mrs Gill Knight  
Complaints Officer  
Reception and Administration Manager

Mr Jefferson Salazar  
Reception / Administration supervisor



**Marylebone Health Centre**

Marylebone Health Centre 10.1.19

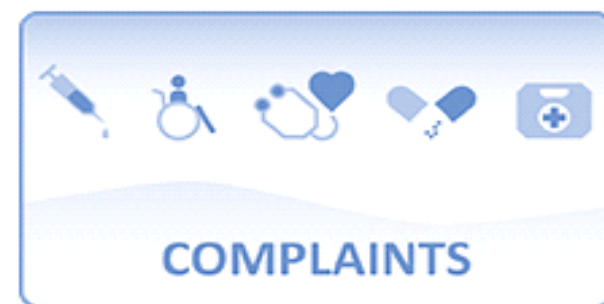
17a Marylebone  
Road, London  
NW1 5LT

Telephone 0207 935 6328  
Fax 0207 224 2924  
[www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk)

## ***Making a complaint or raising a concern***

***Marylebone Health***

***Centre*** *Working in partnership to achieve the  
best possible healthcare for our patients'*



**Complaints Manager: Jeanette Creaser**  
**Complaints Officer: Gill Knight**

**Practice Tel: 0207 935 6328**

## Please tell us how you feel about the services we provide

At the Practice we welcome feedback on the services we provide. We use this feedback to help us to continue to improve and to ensure that we maintain a high quality level of service for our patients and their carers/families.

We work in partnership with our Patient Partnership Group (PPG) who review the feedback we receive and who are our critical friends.

If you would like to give us feedback you can do this in a number of ways:

- ◆ Email PPG on CLCCG.PPG@nhs.net
- ◆ Returning the Friends and Family Test cards either by completing the card and placing this in the post box at reception
- ◆ Returning the Friends and Family test survey you may receive after your consultation.
- ◆ Complete a comments form and returning it to us (these can be found by the appointment check in machine)
- ◆ Speak to a member of our team
- ◆ Make an appointment to see Jeanette Creaser, the Practice Manager. Jeanette holds clinics at the surgery every week.

### Complaint

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at the practice, please let us know.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Jeanette Creaser, Practice Manager, is responsible for ensuring that complaints are dealt with in line with current regulations.

### How To Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident which caused the problem; or
- Within 12 months of discovering that you have a problem or of the incident.

*Of course we will still investigate a complaint if you have good reasons for not being able to do so and if it is still possible to investigate effectively and fairly despite the delay.*

Complaints should be addressed to Jeanette Creaser, Practice Manager or any of the Partners. Alternatively, you may ask for an appointment with Jeanette Creaser in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### What we will do

We shall acknowledge your complaint in writing within three working days and we will offer you a meeting with Jeanette to discuss the matter.

At this meeting we will agree together how the complaint should be managed, the length of time it may take to investigate the issues and when you can expect to receive a final written response. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like to do so
- Keep you informed of the progress of the investigation
- ensure you receive an apology, where this is appropriate;

Most importantly we want to Identify what we can do to make sure the problem doesn't happen again.

***Complaining On Behalf Of Someone Else-***  
*Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. If your complaint is on behalf of a child please ensure that this is communicated clearly in your complaint.*