



Horn Lane Doctors Surgery

Complaints Procedure

If you remain dissatisfied:

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach NHS England or Ombudsman, if you are dissatisfied with the result of our investigation or you feel you cannot raise your complaint with us.

NHS ENGLAND

By post
NHS England PO Box 16738 Redditch B97 9PT

By email : england.contactus@nhs.net

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

THE PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN

By post

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel : 0345 0154033
Email: phso.enquiries@ombudsman.org.uk
Website: <http://www.ombudsman.org.uk>

Dr M A Khan

156 Horn Lane, Acton W3 6PH

It is very important to us that we provide the best service to our patients, and it is therefore very helpful to us to know your comments, suggestions and complaints about the service you have received from the doctors or any of the staff working in this practice.

If you have any complaint or concern please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How to make a complaint:

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 formal 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 that caused the problem; or
- Within 12 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager or Dr M A Khan. Alternatively, you may ask for an appointment with the practice manager in order to discuss your concerns. He 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. You can write to us or email your complaint to admin.hornlanesurgery@nhs.net

What we will do:

We will acknowledge your complaint within 3 working days and aim to look into your complaint within 14-21 working days from the date when you raised it with us. We shall then be in a position to give you an explanation, or

offer a meeting with those involved. If the investigation takes longer we will keep you informed. In investigating your complaint, we shall aim to:

- 👉 Find out what happened and what went wrong.
- 👉 Enable you to discuss the problem with those concerned, if you would like this;
- 👉 Ensure you receive an apology, where this is appropriate;
- 👉 Identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else:

Please note that we abide 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.