

## Complaining to Primary Health Care

We hope that, if you have a problem, you will use 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 the local health authority, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you can contact the Patient Advisory Liaison Service:

Freephone: 0800 389 3093

Tel: 020 7683 2717

E-mail: [palsandcomplaints@elc.nhs.uk](mailto:palsandcomplaints@elc.nhs.uk)

Fax: 020 7375 0432

### You may also like to contact :

#### ICAS

**Independent Complaints Advocacy Service**

**Telephone: 0300 456 2370**

#### Jubilee Street Practice

368-374 Commercial Road

London E1 0LS

Tel: 0207 780 8000

Fax: 0207 780 8001

[www.jubileestreetpractice.nhs.uk](http://www.jubileestreetpractice.nhs.uk)

## Patient information leaflet



**The Jubilee Street  
P r a c t i c e**

**Complaint Procedure**

## Practice complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

## 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 in writing as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to have details of your complaint:

- Within 6 months of the incident that caused the problem.
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed in writing, via post or handed in directly, to the Practice Manager Virginia Patania or to any of the doctors, Alternatively, you may ask for an appointment with Virginia Patania 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 shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- 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 this problem does not occur 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.