

Complaining to NHS North East London:

If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you can contact NHS North East London.

Email: nelondonicb.complaints@nhs.net

You can also contact NHS North East London on **0208 221 5750**.

Please leave a message with a contact number, and they will call you back.



nelondonicb.jubileestreetpractice@nhs.net

The Jubilee Street Practice
368 - 374 Commercial Road
London E1 0LS
Tel: 020 7780 8000

The Jubilee Street
P r a c t i c e
Complaints Procedure

Practice complaints procedure:

We hope that, if you have a problem, in the first instance you will give us the opportunity to put it right. If you still wish to raise a complaint 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.

How to complain:

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. This will enable us to have the best access to details of your complaint.

- You should make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.
- Complaints should be addressed in writing, via post or handed in directly, to Lyn Owens or to any of the doctors.
- Alternatively, you may ask for an appointment with Lyn Owens 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.

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.

What we will do:

We will acknowledge your complaint within three working days. There is no timescale for providing a final response but we aim to resolve or share an update around your complaint within ten working days. If we cannot fully address your complaint immediately, we will inform you in writing of the timescale we aim to work towards, and of the reasons for the time taken. Our aim is to be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we 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.

Comments and suggestions:

We thrive on feedback from our patients and their carers, and always do our best to read and respond to them as appropriate. We encourage all our patients to leave us feedback clicking this NHS Choices link.

<https://www.nhs.uk/contact-us/give-feedback-or-make-complaint/>