

NORTHUMBERLAND HEATH MEDICAL CENTRE

Hind Crescent, Northumberland Heath, Erith, Kent. DA8 3DB

PATIENT COMPLAINTS PROCEDURE

Created by	S Flanagan	June 2018
Agreed by	S Kailey	June 2018
Updated	B Russell	June 2019
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Introduction

If you have a complaint or concern about the Practice or service you have received please let us know. As part of the NHS we have an accredited complaints procedure.

How to complain

We would like to sort out any complaint or concern with the person concerned.

To do this please ask to speak to the Practice Manager who will try her best to sort out your complaint or concern on that day or as soon as possible after the event.

You may write in to the Practice Manager if you prefer. Please be specific about your complaint or concern. It should be addressed to:-

Sue Flanagan,
Practice Manager,
Northumberland Heath Medical Centre,
Hind Crescent,
Erith,
Kent
DA8 3DB.

What we will do

We will acknowledge your written complaint within 3 working days and will have it investigated within 10 working days or receipt of your letter.

We will then offer you an explanation. When we look into your complaint or concern we shall:

Find out what happened and what went wrong.

Make an appointment for you to discuss the matter further should you so wish.

Make sure you receive an apology where this is appropriate.

Try to ensure that the problem does not happen again.

Complaining on behalf of someone else

Please note that due to patient confidentiality, if you are making a complaint on behalf of someone else we would need their written consent.

If you remain dissatisfied

In the unlikely event of your complaint or concern not being resolved you do have the right to complain to the NHS England. Their details are:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

S Flanagan
June 2019