**NORTHUMBERLAND HEATH MEDICAL CENTRE**

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

**PATIENT COMPLAINTS PROCEDURE**

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| **Created by** | **S Flanagan** | **June 2018** |
| **Agreed by** | **S Kailey** | **June 2018** |
| **Updated** | **H Hatfield** | **May 2025** |
| **Review date** |  | **May 2025** |

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 resolve 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:-

Helen Hatfield

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 investigate it within 20 working days of 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.

The NHS complaints procedure.

The NHS complaints procedure changed as of 1st July 2023. A complaint can be made to either the Practice or the South East London Integrated Care Board (SEL ICB). The ICB plan and commission local NHS services.

[Making a complaint - South East London ICS (selondonics.org)](https://www.selondonics.org/who-we-are/contact-us/complaint/)

The complaint cannot be made to both organisations. It should be noted that neither the practice nor the ICB will investigate a complaint that has been responded to by the other.

Complaints are not escalated to the ICB following the Practices response.

If you remain dissatisfied with the practice or ICB response.

In the unlikely event of your complaint or concern not being resolved you do have the right to complain to the Parliamentary and Health Service Ombudsman (PHSO).

Visit :

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

PHSO Customer Helpline is 0345 015 4033. Please note the helpline is currently open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm

Or Text ‘call back’ with your name and mobile number to 07624 813 005 and they will get back to you.

H Hatfield

May 2025