

Hackney's Health & Social Care Complaints Charter

**Making sure your
experiences lead to
better services at
your GP Practice**

This Charter has been produced in
discussion with City and Hackney
GP Confederation and the City and
Hackney Local Medical Committee



By signing this Complaints Charter, City and Hackney GP practices have agreed to:

- Continue to make health care better for everyone
- Value your comments, suggestions and complaints
- Ensure complaints are appropriately and quickly investigated and the outcome is considered when developing long-term service improvements
- Treat you with courtesy, respect and sensitivity at all times



When you are unhappy with your GP practice:

- Tell them as soon as possible, so they can investigate your concerns and quickly put things right
- Let them know if you want to try an informal resolution to your concerns
- Have confidence in their commitment to resolving your complaint
- Treat staff as you would expect them to treat you, with dignity and respect

Charter commitments

Your GP practice should:

- Acknowledge your complaint within three working days
- Explain how they will handle your complaint and the information they need
- Give you the name and contact details of the person or team investigating your complaint
- Be happy to update you on the progress of your complaint, if you contact the complaints team during the investigation
- Ensure your complaint does not adversely affect your ongoing or future care in any way
- Ensure that you are able to communicate effectively, for example by providing an interpreter or an advocate or any other support that you may need

To ensure openness and transparency, your GP practice should:

- Listen carefully and make every effort to fully understand your complaint and concerns
- Request all the information they need
- Explain how they will investigate all your concerns
- Be open and honest throughout the investigation
- Comply with the Duty of Candour if you have suffered harm and ensure you get copies of relevant investigation reports, e.g. serious incident reports
- Carefully evaluate all gathered information to make a decision on your complaint
- Share evidence, findings and facts with you once the investigation is complete
- Ensure they signpost you to complaints advocacy services and other appropriate advocacy to support and advise you if needed
- Explain their decisions and recommendations and how these were reached
- Explain how you can escalate your complaint if you are dissatisfied with their response

To give you an excellent service, your GP practice should:

- Always treat you with courtesy and respect
- Provide you with a full and detailed response to your complaint as soon as possible
- Aim to respond fully to your complaint within 30 working days, unless there are exceptional circumstances
- Always explain reasons for any delay
- Make sure you can easily access their services and provide you with help if you need it
- Hold and process your information securely and confidentially

To ensure your complaint can help improve services, your GP practice should:

- Listen to your feedback and use it to improve services
- Offer to meet you to discuss your complaint
- Apologise if they have made a mistake and quickly put things right, where possible
- Share with you what they have learned from the investigation and how they are improving services
- With your consent, share learning from your complaint with other health and care services, Healthwatch and patient groups

When you complain, you can expect your GP practice to:

- Address your complaint quickly and effectively
- Give you any information you request relevant to your complaint
- Show you how they have acted on recommendations arising from your complaint

Where to complain

It is best to complain to the service first if you are unhappy with your treatment or care. Your GP practice has a complaints procedure which they will be happy to share with you. This should also be available on the GP practice website. If you have raised a concern with the GP practice and you are still unhappy with the outcome, then you can make a formal complaint.

If you don't want to complain directly to your GP practice you can contact:

NHS North East London Integrated Care Board (NEL ICB)

Phone: 020 8221 5750

Email: nelondonicb.complaints@nhs.net

Post: Complaints Department
NHS North East London
4th Floor – Unex Tower
5 Station Street
London E15 1DA

For complaints about an individual GP concerning misconduct or poor performance you can contact:

General Medical Council (GMC)

GMC is the body that maintains the official register of General Practitioners (GPs).

Fill in the online form at: www.gmc-uk.org/about/get-involved/complaints-and-feedback-about-our-service/how-to-raise-complaint

Phone: 0161 923 6602

Textphone: dial 18001 then 0161 923 6602

Email: feedback@gmc-uk.org

By post: Corporate Review team
General Medical Council
3 Hardman Street
Manchester M3 3AW

You can ask the Parliamentary and Health Service Ombudsman to investigate once you have received a final response to your complaint from your GP practice or North East London Integrated Care Board (NEL ICB).

Health Service Ombudsman

Helpline: 0345 015 4033

Website: www.ombudsman.org.uk

Help to make a complaint

Independent Health Complaint Advocacy (IHCA) – if you need support with your complaint, Rethink can help you.

Rethink Advice and Information Service

Helpline: 0300 790 0559

Email: advocacyreferralhub@rethink.org

Website: www.rethink.org

Post: Rethink, PO BOX 18252 Solihull B92 9BA

If you have difficulties in contacting any of the organisations above, or would like to share your experiences of any health and care services, please contact **Healthwatch Hackney**.

Phone: 020 3960 7458 / Freephone: 0808 164 7664

Email: info@healthwatchhackney.co.uk

Website: www.healthwatchhackney.co.uk

Post: Healthwatch Hackney
1st Floor, Block A, St Leonard's Hospital
Nuttall Street
London, N1 5LZ

Don't forget to share what went well too!

Healthwatch Hackney

Healthwatch Hackney will work with the City and Hackney GP Confederation and the City and Hackney Local Medical Committee to promote and monitor compliance of Hackney's Health and Social Care Complaints Charter.

1st Floor, Block A
St Leonard's Hospital
Nuttall Street
London N1 5LZ

020 3960 7454

info@healthwatchhackney.co.uk

www.healthwatchhackney.co.uk

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Contact us if you need this Charter in a different language or format, for example, easy read, large print, Braille or plain text.

healthwatch
Hackney