

## **The Grove Medical Centre** **Complaints Procedure**

Review date: 16.11.23  
Next review: Nov 24

### **Making a Complaint – How do I start?**

Most problems can be sorted out quickly and easily, often at the time they arise and this may be the approach you try first with the person concerned.

If it is a general complaint about services or a specific complaint about something or someone you should put your complaint in writing as soon as possible after the event and ideally within a few days as it is vital to establish the facts regarding the situation with minimum delay for it to be investigated thoroughly. There will be no detriment to your treatment and there will be no form of penalty because you have complained.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

You should send your complaint to

Gary Lewis  
Practice Manager  
The Grove Medical Centre  
Borehamwood Shopping Park  
Borehamwood  
Herts  
WD6 4PR

Or via email to: [gmc.complaints.thegrove@nhs.net](mailto:gmc.complaints.thegrove@nhs.net) (Please note 'Complaint' in the subject field)

### **What we do next**

We will look to settle the complaint as soon as possible. When investigating a complaint, we attempt to see what happened and why and to see if there is something we can learn from.

We will acknowledge receipt within 2 working days and will send a formal reply within 14 days. You may receive a phone call to discuss the way forward for your complaint and agree timescales. If the matter is likely to take longer than this, we will let you know and keep you informed as to the progress of our investigation. When the investigations are complete a final response will be sent to you. The final response letter will include details of the result of your complaint and your right to escalate the matter further if you remain dissatisfied with the response and the details of who to contact in this instance.

You may be invited to meet with the surgery to attempt to resolve the issue if you feel the response has not dealt with the issues adequately.

If you are not satisfied with our response to your complaint, you can contact NHS England:

**NHS England**  
**PO Box 16738**  
**Redditch**  
**B97 9PT**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

0300 311 22 33

Information you submit to NHS England might need to be shared with a Commissioning Support Unit. If you do not want NHS England to share information with the CSU, you will need to inform them of this.

Or you may wish to contact the Parliamentary and Health Service Ombudsman (PHSO) and request they review your complaint

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### **You can get help when making your complaint**

Independent Complaints Advisory Service (ICAS)

ICAS is an organisation, independent of the NHS, with the aim of supporting people who wish to make a complaint. The ICAS service for Hertfordshire can be contacted at:

POhWER  
Hertlands House  
Primett Road  
Stevenage  
Hertfordshire  
SG1 3EE  
Tel: 0300 456 2370

### **Complaining on behalf of someone else.**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

We hope that if you have a problem, you will use our practice complaints procedure. We believe that this is the best way in providing us with the opportunity of putting right whatever has gone wrong and therefore improving the practice.

### **If you are pleased with your care and treatment.**

Do let us know if you are happy with the care and treatment the practice provides as this will assist us with developing and maintaining the quality of care.