

# Portugal Place Health Centre

If you have a complaint or are concerned about the service you have received from the doctors or any staff working in this practice, please let us know.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

Our complaints system meets national criteria.

## Complaints Procedure



## HOW TO COMPLAIN

We hope that 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 as soon as possible - ideally, within a matter of days or at most a few weeks because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint.

- Within 12 months of the incident that caused the problem

**Complaints should be addressed to the Practice Manager (Ms Iliadis) or any of the doctors.** Alternatively, you may ask for an appointment with Ms Iliadis 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. It will be a great help if you are as specific as possible about your complaint.

**If you don't want to complain directly to the GP surgery, you can contact NHS England.**

**By post to:**  
**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

**By telephone:** 0300 311 22 33

## COMPLAINING ON BEHALF OF SOMEONE ELSE

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 UPON RECEIPT OF YOUR COMPLAINT

- Acknowledge any written complaint in writing within 3 working days (please note that we will not respond to complaints via email; sensitive and confidential information is not secure when sent over the internet)
- Find out what happened and what went wrong and keep you updated throughout the process
- 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 the problem doesn't happen again

## UNHAPPY WITH THE OUTCOME OF YOUR COMPLAINT?

If you are not happy with the way your complaint has been dealt with and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England.

Visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call 0345 015 4033.