

## **Our Policy**

Lonsdale Medical Group is committed to making sure that anyone using our service has a first-class experience of us and that they are treated in a caring manner and with dignity and respect. We will always be prepared to listen to what you have to say and you can be assured that we will also be open and honest about any service failures. You can be assured we will always offer remedies to prevent problems recurring and will let you know what they are.

We promise to make sure your comments and complaints remain confidential, if that's what you would like and we will make sure that we investigate fully and fairly any complaints or concerns you have, We will also ensure that where possible, our investigations are conducted by someone not directly involved in the complaint and that all investigations are transparent and methodical and we will focus on learning from our mistakes to improve the service you receive

### **Informing us of comments or complaints.**

**We encourage any comments, both positive and negative, and we have several ways to let us know.**

- Friends and Family Test - This is available on our website under 'Have your say' or in the waiting room.
- Comments box located in reception or using the online link on our website.
- NHS Choices - Search for the Lonsdale Medical Centre, and you can leave a review.
- Email the complaints team at: [complaints.lonsdale@nhs.net](mailto:complaints.lonsdale@nhs.net)

If you wish your details to be kept anonymous from other members of staff, please let us know when you contact us.

Complaints must be received within 12 months of the incident which caused the problem or within 12 months from the date which the event that is the subject of the complaint came to light to ensure we can investigate thoroughly and get all the facts.

If you would prefer, you can come and talk to us in person. Please call first to ensure you can be seen quickly.

### **What happens next.**

Your complaint will be acknowledged by the Complaints Team within three working days.

### **Complaints Team**

Michelle Reilly - Complaints Lead

Natalie Khelifi - Complaints Investigator

Complaints are allocated a 'Complaints Investigator' for the case and they will gather evidence regarding the complaint including taking a clinical opinion if needed. They will be the contact for the complaint and liaise with you directly.

We will look into your complaint to find out:

- What went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to ensure that the problem does not happen again.
- At the end of the investigation, a full reply will be sent to you detailing improvements we have made to the service following your complaint.
- If you are still not happy you can contact the practice and another member of the Complaint's Team will review the complaint to review the case.

## **HELP WITH MAKING YOUR COMPLAINT**

Please ask the Complaints team who will be happy to help you. If you are not comfortable speaking to the team, please contact:

The NHS Complaints Advocacy Service at:

nhscomplaints@voiceability.org or telephone 0300 330 5454, Fax 0330 088 3762,  
Textphone 0786 002 2939 or <https://www.pohwer.net/brent>

### **If you feel you cannot contact the practice directly**

You can send details of your complaint to NHS England

NHS England

PO Box 16738

Redditch B97 9PT

Tel 0300 311 22 33

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

## **If you are still not satisfied**

If you are still not satisfied with the handling or response to your complaint, you have the right to ask the Health Service Ombudsman to investigate the complaint on your behalf. Please see the details below from their website:

### **Contact details for the Parliamentary and Health Service Ombudsman**

If you need to make a complaint about a UK government department, or one of its agencies or the NHS in England

#### **Customer Helpline**

**Tel: 0345 015 4033**

#### **Problems with your hearing or speech?**

You can contact us from a textphone (minicom) on **0300 061 4298**. (Calls to these numbers cost the same as a call to a UK landline.) You can also call us on Text Relay.

If you have any special requirements for us to communicate with you, please let us know, and we will make adjustments if we can. For example, we can use simple language or communicate using a signed video.

The Helpline is open 8:30 am to 5:30 pm, Monday to Friday.

#### **Help in other languages**

We strive to make our service as accessible as possible to everyone. If English is not your first language and you would prefer to speak to us in your language, please let us know. We can get an interpreter on the telephone almost instantly. Just get in touch with us and tell us which language you speak.

#### **Request a callback**

If you would like us to call you back, please text 'call back' with your name and your mobile number to 07624 813 005. Texts are charged at standard text rate. Standard text rates are set by your mobile network operator, and charges may vary. Please check with your operator if you are unsure of the cost of this text. We will acknowledge your text at no cost to you and call you back within one working day during our office hours, again at no cost to you.

#### **Email**

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

#### **Fax**

**0300 061 4000**

If you wish to make a Freedom of Information request, please email [foi.officer@ombudsman.org.uk](mailto:foi.officer@ombudsman.org.uk).

**Please note**

All email communications with PHSO pass through the Government Secure Intranet (GSI) and may be automatically logged, monitored and recorded for legal purposes.

**Write to us**

**The Parliamentary and Health Service Ombudsman**

Millbank Tower

Millbank

London

SW1P 4QP

**Complaining on behalf of someone else**

Please note that we observe the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have his or her permission to do so. A letter signed by the person concerned will be needed.