

# PLASHET MEDICAL CENTRE

152 Plashet Road

Plastow, London

E13 0QT

**Dr Kabir Mahmud** MBBS, LMSSA, LRCP, LRCS, DRCOG

**Dr Saidur Rahman** MBBS, DFFP, MRCS, FRCGP, MSc (Sports Medicine)

**Dr Zulfiqar Thebo** BSc (Hons), MBBS, MRCGP

**Dr Humayra Abedin** MBBS, MPH, MRCGP

☐ 020 8472 0473

☐ [newccg.Plashet-Medical-Centre@nhs.net](mailto:newccg.Plashet-Medical-Centre@nhs.net)

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## COMPLAINTS AND COMMENTS

If you have a complaint or concern about the service you have received from this Practice, please let us know so that we as the Practice can try to address any issues in the first instance.

We have a complaints procedure as part of a NHS system for dealing with complaints. All organizations providing NHS services are required to operate the complaints procedure set out in the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

### How to Complain

We hope most problems can be sorted out quickly at the time they arise and with the person concerned. If you would like to make a verbal complaint, please ask the reception staff and they will make an arrangement for you to speak to the Complaints Team.

If your problem cannot be sorted out in this way and you wish to make a written complaint, we would like you to let us know as soon as possible, ideally within a few days or 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 6 months of the event that caused you to complain or within 6 months of realizing you had cause to complain (provided that this is within 12 months of the event).

Where a complaint is submitted outside 12 months, the practice will still consider the complaint if there are good reasons for the complaint not having been submitted within the time limit, provided it is still possible to investigate the complaint effectively and fairly.

You can let us know the details of your complaint either verbally or by making a written complaint.

All complaints should be addressed to:

### **Complaints Team**

**Plashet Road Medical Centre**

**152 Plashet Road**

**London, E13 0QT**

Alternatively, you may ask for an appointment in order to discuss your concerns. They will explain the complaints procedure to you and will deal with the complaint promptly.

### What We Shall Do

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We shall acknowledge your written / verbal complaint, in writing / verbal, within 3 working days and aim to have looked into your complaint within 25 working days. If we are not successful in replying within 25 working days due to further investigation has to be made, then we will contact you to negotiate a new date to resolve your complaint.

We will contact you to invite you to discuss the handling of your complaint and what you expect as a resolution to the issue(s) raised.

### **Where To Get Advice/Support When Making A Complaint**

#### **NHS England Customer Contact Center**

NHS England

PO Box 16738

Redditch

Tel: 0300 311 2233

#### **Healthwatch**

Community Resource Centre

200 Chargeable Lane

Plaistow, E13 8DW

Tel: 0203 598 6414

### **Complaining On Behalf of Someone Else**

If you are complaining on behalf of someone else (other than a child for which we know you to be the person with parental responsibility), we will need to know that you have their permission to make the complaint on their behalf and we will need their written consent to reveal any of their personal information to you.

If you are complaining on behalf of an adult who is physically unable to sign a consent note (for example due to a disability), we will make arrangements to obtain verbal consent. If an adult lacks capacity to give consent, the Practice will need to follow the provisions of the Mental Health Act 2005 in order to determine what can or cannot be done.

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### **If You Cannot Speak English**

If you cannot speak English, with your permission, we can involve the Language Shop Service of NHS Newham to facilitate the handling of your complaint.

### **What To Do If You Are Not Satisfied With Our Response**

If you are not satisfied with our practice response to your complaint, we would like you to let us know this so that we have an opportunity to re-examine our response and any actions we have taken. However, you have the right to escalate your complaint by approaching the **Parliamentary and Health Service Ombudsman** to request that your complaint, or the handling of your complaint, is investigated (within a year of the incident you are complaining about). The contact details are:

#### **The Parliamentary and Health Service Ombudsman**

Millbank Tower

Millbank

London, SW1P 4QP

Tel: 0345 015 4033, Fax: 0300 061 4000

Textphone (Minicom): 0300 061 4298

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