

If you are still unhappy, you can ask the Parliamentary and Health Service Ombudsman to review your complaint.

You can contact them on:

 Parliamentary Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

 phso.enquiries@ombudsman.org.uk

 0345-015 4033

If you would like support in making your complaint, NHS Advocacy is a free confidential service which is totally independent of the NHS. This service is provided by your local authority.

You can contact them on:

 020 7358 7007

A GUIDE TO MAKING A COMPLAINT ABOUT OUR SERVICES



COMPLAINTS

At Omnes Healthcare, we are driven to deliver safe high quality and friendly healthcare to our patients. We will do our best to ensure that your visit to our services is as comfortable as possible and to provide you with excellent personal and professional care.

There may be times when your expectations are not met. We therefore appreciate all feedback both good and bad regarding the care and service that you experienced during your visit.

How we collect your feedback

As part of our commitment to continuous improvement, we encourage our patients to provide feedback on our service. To help us do this, we will ask you to complete a questionnaire after your appointment. These questionnaires are available at all our clinic sessions and will be provided to you at the end of your appointment.

The feedback that we receive from these surveys remains anonymous and is reviewed regularly. We use this information to make the service that we offer better. We will respond to any concerns considerably, quickly and as effectively as possible. We take all complaints and comments seriously regardless of their nature.

We would also like to hear from you if you have had a good experience with our service. We are happy to hear from you by phone, email or letter.

How to tell us about a problem

We hope your appointment with us is as comfortable as possible, and that you do not have any concerns about the care that you receive. If you do encounter any problems, however small, we ask that you tell us as soon as possible. This will allow us to help you, and other patients as quickly as possible.

You can give feedback to us as follows:

- **During your appointment:** During your appointment, please highlight any concerns you have to the doctor or nurse that you are seeing.
- **After your appointment:** After your appointment, you can complete one of our questionnaires. Alternatively, you can contact us by telephone via the contact details below.
- **After discharge from our service:** Should you have feedback (either positive or negative), you can tell the Practice Manager at the phone number or email address provided below.

TO CONTACT US:



Porters Avenue Doctors' Surgery
Porters Avenue Health Centre, 234 Porters Ave, Dagenham, RM8 2EQ



020 8596 7850



portersavenuedoctors@nhs.net

The complaints process

If you complain about our services, we will make sure that we fully investigate the concerns you raise and give you a full and prompt reply. Any complaint that we receive is treated confidentially. We will take your complaint very seriously, and we guarantee that raising a complaint will not lead to you being denied access to our services.

How do I make a complaint?

You can either contact us by telephone, email or letter. If you complain to us by telephone, we will try to resolve your issue to your satisfaction by the end of the next working day. If we are unable to do so, we will treat your complaint as a formal written complaint.

You can send a formal complaint to us at either the postal address or email address provided.

It is helpful for you to include the following:

- NHS number
- Name and Date of birth
- Service/practice in question
- Who or what has caused your concerns
- Where and when the events took place
- What action you have taken already, if any
- What results you would like from your complaint.

When you write to us to complain, we will write back to you to acknowledge your complaint within 3 working days. We will tell you in that letter who is going to investigate your complaint, and approximately how long we think it will take to respond. We will also offer you a meeting with a member of the team to discuss your complaint.

We will aim to respond to your complaint within 30 working days. Unfortunately, it is not always possible to respond within 30 working days, and if your response is going to be significantly delayed, we will write to you to tell you why.

What happens if I am not happy with the response?

If you are not happy with the response, please contact us to explain why. We will then review the concerns you have raised again and will write back to you within 30 working days.

If you are still unhappy you can write to your local Integrated Care Board (ICB). To find out details of your local team please contact the Governance Team at omneshealthcare.patientexperiencefeedback@nhs.net.