

LANGTHORNE HEALTH CENTRE
13 LANGTHORNE ROAD
LONDON
E11 4HX
TELEPHONE NUMBER: 0208 539 2585
FAX NUMBER: 0208 539 3865



**L.L. MEDICAL CARE LTD (AGARWAL &
AGRAWAL PRACTICE)**
Waltham Forest Primary Care Trust

COMPLAINTS PROCEDURE

The doctors and staff at this practice are committed to providing a high quality level of healthcare and services to all of our patients. The majority of our patients are satisfied with the care and the treatment that they have received. However, it has to be acknowledged that on occasions a patient maybe unhappy about the services provided by L.L. Medical Care Ltd, and may wish to complain.

If you have a complaint or concern about the services you have received from the doctors or staff working at L.L. Medical Care Ltd, please let us know. We operate a complaints procedure as part of the NHS system for dealing with complaints.

Our complaints procedure meet national criteria, if you wish to complain about services from other providers, please contact the PALS (Patient Advice & Liason Service).

HOW TO COMPLAIN

We hope that most problems can be sorted out quickly and easily, hopefully at the times when they arise and with the person in which they are concerned with. 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 quickly as possible, preferably in a few days or a few weeks. This will allow us to establish what happened more easily, if this is not possible, please let us know the details of the complaint , in as much detail as possible;

- Within 12 months of the incident that caused the problem, or;
- Within 12 months of discovering that you have a problem relating to a specific incident

Complaints should be addressed to Debra Garey, our practice manager in writing or by email via Debra.Garey@nhs.net. The reception team can explain the complaints procedure to you. It would be of great help if you would be as specific as possible about your complaint.

WHAT SHALL WE DO?

We shall acknowledge your complaint with 2 working days and aim to have responded and aim to have responded to your complaint within 10 working days from the date of the complaint was made.

If a complaint is more complex (and we need more time to investigate it), we will explain the reason for the time taken, and confirm by when expect to respond. When we look into your complaint we shall aim to;

- Find out what happened and what went wrong
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure that the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. Therefore if are complaining on behalf of someone else, we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable, due to illness or other medical reason, of providing this.

IF YOU ARE NOT SATISFIED

There maybe times when you consider that the complaint has not been resolved to your satisfaction, in that instance you can contact the **Health Service Ombudsman** on 0845 015 4033. Their website address is www.ombudsman.org.uk.

Remember;

- That all complaints are treated in the strictest confidence
- Making a complaint will not affect your treatment or care. We want you to let us know if you are unhappy or have a suggestion on how we can do things better

Complaints procedure review on:

Complaints procedure to be reviewed on: