



Practice In-House Complaints Procedure

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Our aim is to give the highest possible standard of care and we try to deal swiftly with any problem that may arise from time to time.

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctor or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our system meets criteria set nationally.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise 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 establish what happened more easily. If it is not possible to do that, please let us have more details of your complaint:

- **Within 6 months of the incident that caused the problem: or**
- **Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.**

Should you wish to raise a complaint please contact the Executive Partner on 020 8846 7557. If you wish to make a suggestion or a general comment about the running of the practice please use the suggestion box in the waiting room.

What we shall do

We will acknowledge your complaint within two working days and aim to have investigated your complaint within ten working days from the date when you raised it

with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we aim to:

- **Find out what happened and 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 this is appropriate.**
- **Identify what we can do to make sure the problem doesn't happen again.**
- **Change our procedures if these are found to be a fault.**
- **If we cannot resolve the problem we will seek the help of a conciliator provided by the Primary Care Trust.**

We want to reassure our patients that we aim to offer the highest standard of care at all times.

Further Help

If you wish to make a complaint about any aspect of the care you have received please contact the surgery in the first instance.

For additional advice you may contact:

The Complaints Team
Hammersmith & Fulham Primary Care Trust
Parsons Green Health Clinic
5-7 Parsons Green
Fulham
London SW6 4UL

Tel No: 020 8846 7655