



Kings Langley Surgery

Kings Langley Surgery, The Nap, Kings Langley, Herts, WD4 8ET 01923 608845
Longmeadow Surgery, 16 High Street, Bovington, Herts, HP3 0HG 01442 833295

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient, you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

We aim to settle complaints as soon as possible. We will usually acknowledge receipt within three working days, and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know, and keep you informed as the

investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you. Where your complaint involves more than one organisation (e.g., social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf

or who has had an interest in the welfare of the patient.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient or may be able to deal directly with the third party. This depends on the wording of the authority provided.

Please send complaints to:

Isata Fullah, Practice Manager:
Email: kingslangleysurgery@nhs.net, or via post
or hand in to our reception team.



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If you can't resolve your complaint informally with the practice:

If you can't resolve your complaint informally with us, you can raise a formal complaint with us or with the Hertfordshire and West Essex Integrated Care Board (HWE ICB). Complaints can only be investigated once, by either the practice or HWE ICB.

Contacting HWEICB Patient Experience Team:
Email: hweicbwe.patientfeedback@nhs.net
Website: <https://www.hertsandwestessex.ics.nhs.uk/contact/complaints/>

If you need help and support with making your complaint, please contact:

Hertfordshire NHS Complaints Advocacy provided by POhWER:
Tel: 0300 456 2370
Email: pohwer@nhs.net
Website: <https://www.pohwer.net/nhs-complaints-advocacy>

If you are unable to resolve your complaint with the Local NHS, you can contact the Parliamentary & Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk

www.ombudsman.org.uk/make-a-complaint
(to complain online or download a paper form)