

Let the Practice know your view!

The surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the services it offers.

Comments & Compliments

The practice would like to know what we do best. How have our team helped you?

If you have a mobile number registered with us, you will receive a SMS text message after seeing one of our clinicians. The message will allow you to rate your experience and to post on our NHS Choices page.

Alternatively, you can submit your feedback in various ways:

Via our NHS Choices Website at <http://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=44268>

Using the Friends and Family survey located at reception or on our website: <http://www.roxbournemc.com>

By Email: haroccg.e84022@nhs.net

By Post to the address overleaf.

Any complaints will be passed to the relevant manager to action according to our complaints procedure.

If you would like this letter or information in an alternative format or if you need help communicating with us (for example, because you use British Sign Language), please let us know. You can call us on 0208 4225602 or email haroccg.e84022@nhs.net

Patient Participation Group



The Patient Participation Group (PPG) is run by patients as a platform to discuss aspects of the surgery and the services available. The PPG works with the Practice to improve its services.

We previously conducted quarterly meetings however due to poor uptake, our PPG is now virtual. We will be uploading the minutes of virtual meetings on our website.

Please note that the PPG is not a complaints forum nor should it be used to obtain medical advice.

If you would like to find out more about the PPG or to submit your suggestions/ feedback, please email haroccg.e84022@nhs.net

Zero Tolerance Policy

Roxbourne Medical Centre operates a "Zero Tolerance Policy". Any patients who are violent, threaten violence, or are verbally abusive to any of our staff will receive a letter. Repeat offenders may be entered into a 'Patient Behaviour Contract.' This could result in removal from the Practice list.

DNA system

The Practice also has a "Did Not Attend Policy". If a patient fails to attend pre-booked appointments on more than 3 occasions within 12 months, a warning letter will be sent. Recurrence could risk removal from the practice.

If you are unable to attend an appointment, let us know.

Management Team:
Practice Manager
Pratibha Kumar

Office Supervisor
Keisha Juggan-Tull



Complaints, Comments & Compliments Leaflet

Roxbourne Medical Centre
37 Rayners Lane
Harrow
Middlesex
HA2 0UE

Tel: 020 8422 5602

Website: www.roxbournemc.com

Facebook: @RoxbourneMedicalCentre

Twitter: @Roxbournemc

Instagram: @ roxbournemc

All patient enquiries should be submitted via the Klinik Access banner on our website or via the following link:

<https://access.klinik.co.uk/contact/roxbourne-medical-centre>

As of 22nd April 2022, all calls made to or from the practice will be recorded for training and monitoring purposes.

Opening hours

Monday—Friday	8am—6.30pm
Saturday & Sunday	CLOSED
Bank Holidays	CLOSED

We operate a pre-booked extended clinic from 7.30am – 8am Monday – Friday

Out of Hours: NHS 111 or 020 3402 1303

Complaints

The staff at this practice are committed to providing high quality healthcare and services to our patients. The majority of our patients are satisfied with the care and treatment they receive. However, it is acknowledged that on occasions a patient may be unhappy about the service provided and may wish to complain.

If you have a complaint or concern about the service you have received from the staff working at this practice, please let us know, by writing to the Operations Manager. We operate a complaints procedure as part of the NHS system for dealing with complaints.

How to make a complaint

We hope that most problems can be sorted out easily and quickly, often at the time when they arise and 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 in writing **as soon as possible** – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If this is not possible, please let us have 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

To ensure that your complaint can be investigated fully and with the relevant staff, please put your complaint in writing and be as specific as possible about your complaint/ the events surrounding your complaint.

The Management team are not always available on request and hence we would encourage our patients to put their concerns in writing.

The complaints form can be located in reception.

Complaints should be addressed to the Practice Manager.

What happens next?

We shall acknowledge your complaint within three working days and you will then receive a final response within a further ten working days. If we require more time to investigate your complaint or require further information we will send you a holding letter informing you of the reason for the delay.

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.
- Provide an explanation as to how a system or process is conducted (if appropriate)

Complaining on behalf of someone else

Please note that we adhere to the provisions of the General Data Protection Regulations. Therefore, if you are complaining on behalf of someone else (other than a minor) 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 (i.e. due to illness) of providing this.

Complaint about a Third Party

Where the complaint relates to a person not employed by the practice, such as a District Nurse, out of hour's service or external clinic running out of practice premises, the practice will forward the complaint to the appropriate body and inform the complainant accordingly.

What if my complaint is resolved unsatisfactorily?

If you are not satisfied with the response you can refer your complaint to the Health Service Ombudsman. The Ombudsman is independent of The Government and the NHS. Their service is confidential and free. There are time limits for taking a complaint to the

Ombudsman, although they can waive them if they think there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact them on these details:

The Parliamentary and Health Service Ombudsman

Milbank Tower
London
SW1P 4QP
Tel: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

The Independent Complaints Advocacy Service (ICAS)

If you need any help or advice to make your complaint to the Ombudsman you can contact your local Independent Complaints Advocacy Service (ICAS). ICAS provides independent advocacy for people who have a complaint about the NHS. They can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting.

Web: www.pohwer.net/how_we_can_help/independent.html
Tel: 0300 456 2370
Email: pohwericas@pohwericas.net

Remember:

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 about how we can do things better.

