



Using this procedure does not affect your right to approach NHS England if you so wish. You should contact:-

NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233
Email: england.contactus@nhs.net

You may also contact the **Independent Complaints** Advocacy Service (ICAS), for independent and impartial information, advice and support with your complaint on:

Tel: 0845 456 1082

If you remain dissatisfied with the response to your complaint, you have the right to contact the Health Service Ombudsman at the following address:-

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033

CONTACT DETAILS:-

Surgery Address:-

Abbey Road Surgery
63 Abbey Road
Waltham Cross
Hertfordshire
EN8 7LJ

01992 654004
e82042.abbeyroadsurgery@nhs.net

EMERGENCIES:

Daytime (8.00am-6.30pm) 01992 654004

Out of Hours (6.30pm-8.00am weekdays,
weekends & bank holidays)

NHS 111
(24 hour healthcare advice and information)

Abbey Road Surgery

63 Abbey Road
Waltham Cross
Hertfordshire
EN8 7LJ

DR R J HODGE
DR W T NEVILLE
DR S M M RAHMAN
DR LAMIA ALLY
Dr A Naqvi (Salaried GP)
Dr M Dabbagh (Salaried GP)

Comments And Complaints

Information for Patients

Every member of our surgery staff shares one common aim – that you are content with everything about your visit to the surgery.

Let The Practice Know Your Views

Abbey Road 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 service it offers.

We offer an in-house procedure to deal with your concerns. This local resolution procedure does not deal with matters of legal liability or compensation, but we hope you will give us the opportunity of looking into, and if necessary correcting, any problems that may have arisen or mistakes that have been made. We hope that most problems can be sorted out easily and quickly, often at the time they occur. 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 as this will enable us to establish what happened more easily.

How to Complain

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact **Adnan Choudhury** Practice Manager ideally in writing to avoid any miscommunication who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

Within 12 months of the incident that caused the problem

OR

Within 12 months from when the complaint comes to your notice

We shall acknowledge your complaint within three working days of receipt. Your complaint will be discussed at a practice meeting and an appropriate person nominated to investigate. We aim to provide you with a written reply within 28 days, although in some cases more time may be required. We aim to offer you an explanation, to find out what happened, to offer an apology if appropriate and identify what we can do to ensure the problem does not recur.

Complaining on behalf of someone else

Please note that **ABBAY ROAD SURGERY** keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A written consent letter signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

If you wish to discuss your complaint in person, we can offer to arrange a meeting with the appropriate members of our team at a convenient time for everyone. You will be able to bring a friend, relative or representative with you for advice and support.

We can also ask for a mediator or an independent assessor to review your complaint and advise on ways to resolve any outstanding issues.

Please be assured that making a complaint will not in any way affect your treatment in future. By airing your view we are able to put corrective action in place.