

Factsheet No 2

How to make a complaint about your GP

Why you might want to complain

- If you are unhappy with the care or treatment you have received or your GP has told you that you cannot have treatment for a condition.
- If the GP or a member of staff has been rude to you or treated you in a way that has made you unhappy.

How to complain

If you have a complaint about your GP, you should contact them first of all. All GP surgeries should have a written complaints procedure, which you can get from their reception or on the practice website.

Who can help you complain?

If you are not sure about speaking to your GP practice, or not sure about complaining, you can get help.

The organisation **VoiceAbility** runs NHS Complaints Advocacy services in Brent. This is a free service that can help you make a complaint about the NHS. VoiceAbility can tell you what can be done to make the problem better. This service is independent of the NHS and is funded by Brent Council.

Website: www.nhscomplaintsadvocacy.org
Telephone: 0300 330 5454
Email: nhscomplaints@voiceability.org

Healthwatch Brent, which is independent of the NHS, can also help you make a complaint

Website: www.healthwatchbrent.co.uk
Freephone: 0800 996 1839
(Mondays 10.00 am – 1.00 pm and Wednesdays 2.00 pm – 5.00 pm)
Email: enquiries@healthwatchbrent.co.uk

NHS England can also help you with your complaint. NHS England is the organisation that buys, monitors and plans GP services across Brent and the rest of England.

Telephone: 0300 311 2233
(lines open Monday - Friday 8.00am - 6.00pm, except bank holidays)
Email: England.contactus@nhs.net

What to do if you are still unhappy

If you are unhappy with the way your GP practice deals with your complaint, or if you are not satisfied with the result, you can complain directly to **Brent Clinical Commissioning Group (CCG)**.

Website: www.brentccg.nhs.uk
Telephone: 020 8795 6771
Email: BEHH.complaints@nhs.net
Post: Brent CCG, Wembley Centre for Health and Care,
116 Chaplin Road, Wembley, HA0 4UZ

You can also contact the **Parliamentary and Health Service Ombudsman**. The Ombudsman will only investigate a complaint if you have already complained to your GP practice and received a response from them.

Telephone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

Things to think about when complaining

- To help you remember all the details, you could write down the problem you want to complain about or talk about it to a friend or family member.
- Keep copies of any letters or emails you send or receive about your complaint.
- It is helpful to think about what you want to happen. Do you want someone at the hospital to say sorry? Or do you want the GP or practice to make a change?

Giving feedback to your GP practice

You may not want to make a complaint about your GP practice, but you could give them feedback so that they are aware of your experiences. You may want to tell them about your good experiences as well as any bad experiences.

GP practices should welcome your feedback as it helps them learn how they can make improvements. Some practices will have feedback boxes in the reception or waiting area so you can leave your feedback without having to give your name. . If you cannot see a feedback box, ask a member of staff how you can leave feedback. They may have a feedback form on their website. You could also send your feedback by letter or email to the practice manager.

You can use the **NHS Choices** website to leave feedback anonymously. NHS Choices allows you to rate and comment on your GP practice. Go to www.nhs.uk and click on 'Comments'.

Can I change my GP practice?

Yes. You don't need to tell your GP why you want to change practices if you don't want to. You can go to another practice and ask the receptionist to help you join its list of patients. Records about your health and treatment will be sent from your old GP practice to your new one.

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Please contact enquiries@healthwatchbrent.org.uk with any feedback.