

## Taking matters further

We hope that if you have a problem, you will use our in-house complaints procedure. We firmly believe that this will provide us with the greatest opportunity to rectify any mistakes and enhance our service. However, if you feel it would be helpful to speak to someone independent of the practice for support and advice in pursuing your complaint you may like to contact one of the following organisations: -

### Hertfordshire and West Essex ICB Patient Experience Team

**Address:** Hertfordshire and West Essex ICB Patient Experience Team, First Floor, Kao Park 2, London Road, Harlow CM17 9NA

**E-mail:** [hweicbwe.patientfeedback@nhs.net](mailto:hweicbwe.patientfeedback@nhs.net)

**Telephone:** 01992 566122

### NHS England:

You can contact the Customer Contact Centre on:

**Address:** NHS England, PO Box 16738, Redditch, B97 9PT.

**E-mail:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Telephone:** 0300 311 2233

## Parliamentary & Health Service Ombudsman (PHSO)

If you are unhappy with the final response to your complaint and would like to take the matter further, you can ask the independent Parliamentary & Health Service Ombudsman to investigate.

**Address:** The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

**E-mail:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Telephone:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Who else can help?

### Local NHS Complaints Advocacy

An advocate can talk through the options available to you, help explain the complaints process and what to expect, help you express your views, offer guidance around writing an effective complaint letter and help you to complete forms when raising concerns.

If you live in Hertfordshire the local NHS Complaints Advocacy is provided by [PohWER](http://PohWER).

- **E-mail:** [pohwer@nhs.net](mailto:pohwer@nhs.net)
- **Telephone:** 0300 456 2370
- **Website:** [www.pohwer.net/](http://www.pohwer.net/)



## **Comments & Complaints Leaflet**

*Let Us Know Your View*

At Bancroft Medical Centre, we strive to offer the best possible treatment and care. We value your feedback and appreciate any comments or suggestions you may have for improving our services.

If you have a complaint or are dissatisfied with the service provided by our doctors or staff, please inform us. We have a complaints procedure in place that adheres to the standards set by the NHS for handling complaints.

### Our principles are:

- Ensuring accuracy and effectiveness
- Prioritising the needs and satisfaction of our patients
- Operating in a transparent and accountable manner
- Treating all individuals fairly and proportionately
- Taking responsibility and rectifying any shortcomings
- Striving for ongoing improvement

## How to File a Complaint?

At Bancroft Medical Centre, we strive to resolve problems as quickly and efficiently as possible. We encourage you to address any concerns with the person involved or our Reception Lead at the time they arise.

However, if your problem cannot be resolved in this manner and you wish to make a formal complaint, we kindly request that you inform us as soon as possible, preferably within a few days or weeks. This will help us investigate the issue more effectively.

If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem.
- Or
- Within 12 months of discovering that you have a problem.

Complaints should be directed to Jolene Weston, the Complaints Manager at Bancroft Medical Centre, via email at [complaints.bancroftmc@nhs.net](mailto:complaints.bancroftmc@nhs.net)

## Our Course of Action

Upon receiving your complaint, we will acknowledge it within 5 working days. We will then aim to provide you with a full verbal or written response within 28 working days, whenever possible. If the investigation takes longer, we will inform you of the delay and provide a comprehensive response once a conclusion has been reached.

Please be aware that we strictly adhere to medical confidentiality guidelines. If you are complaining on behalf of someone else, we require their permission, which may be provided through a signed note or consent form. Exceptions can be made if the person is unable to provide consent due to illness/disability.

When addressing your complaint, our objectives are to:

- Determine what occurred and identify any mistakes made.
- Facilitate a discussion between you and the relevant parties, if desired.
- Offer an apology, if appropriate.
- Implement measures to prevent a recurrence of the issue.

# Thank you,

**Bancroft Medical Centre**  
[www.bancroftmedicalcentre.co.uk](http://www.bancroftmedicalcentre.co.uk)

**Serving a population of 17,500+ patients**  
Orford Lodge Surgery: 100 Bancroft, Hitchin, Herts,  
SG5 1ND  
Courtenay House Surgery: 30-35 Bancroft, Hitchin,  
Herts, SG5 1LH

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