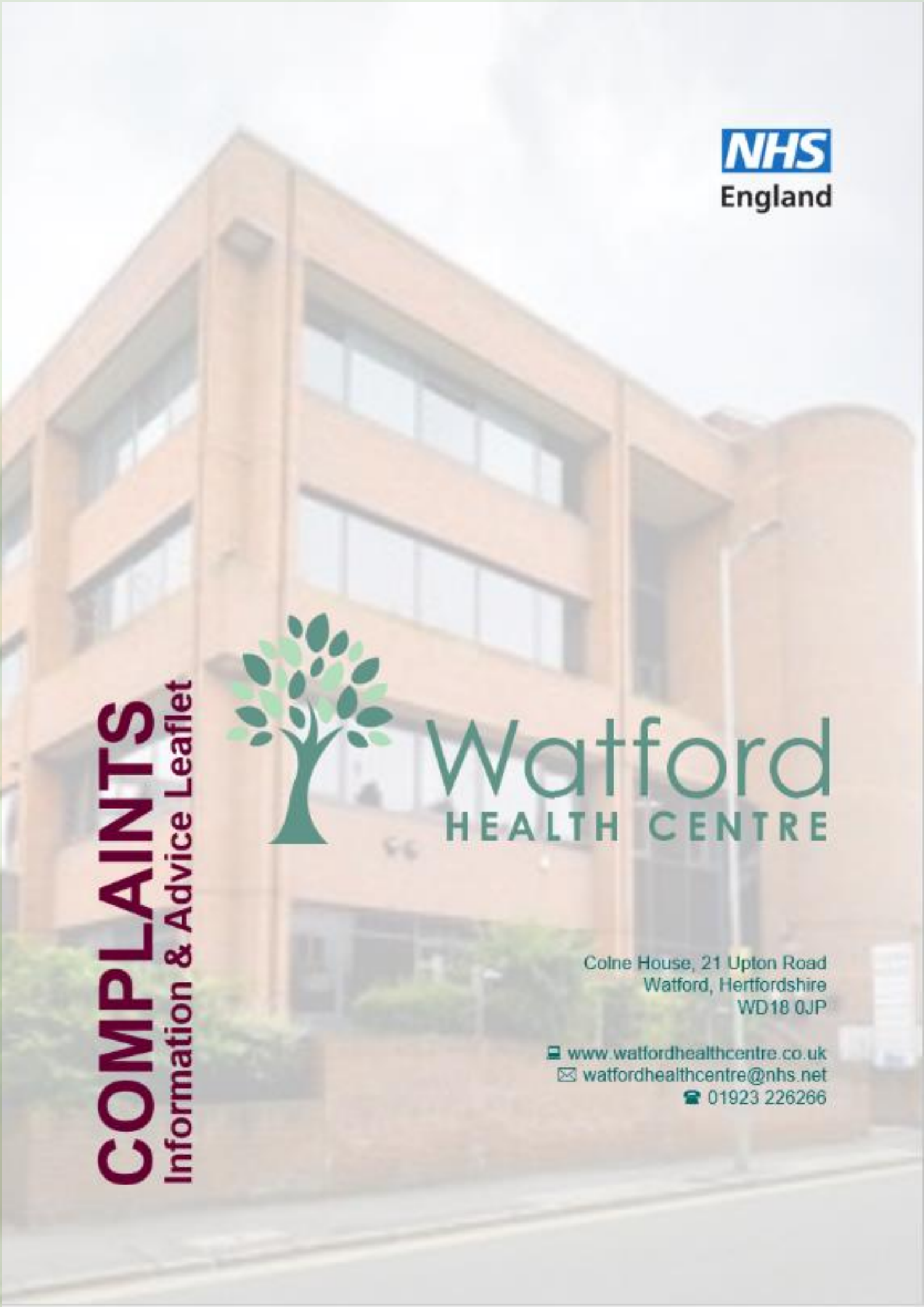

NHS England

COMPLAINTS
Information & Advice Leaflet

Watford HEALTH CENTRE

Colne House, 21 Upton Road
Watford, Hertfordshire
WD18 0JP

www.watfordhealthcentre.co.uk
watfordhealthcentre@nhs.net
01923 226266

At Watford Health Centre we strive to deliver the best possible healthcare and patient experience. We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our care.

How to make a complaint

Complaints can be made either verbally or in writing. Watford Health Centre allows a third-party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available overleaf.

Many issues can be quickly resolved by verbally informing a member of staff. All our staff are trained to handle complaints and are managed by our operations manager Kasia Van-Eyk.

If you wish to submit feedback or a complaint in writing, please complete the form overleaf. Alternatively, you can submit written complaints via email to watfordhealthcentre@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

Watford Health Centre will respond to all complaints within three business days of the complaint's manager receiving the complaint. We will investigate all complaints effectively and in conjunction with extant legislation and guidance. We can and will provide regular updates regarding the investigation of your complaint.

Confidentiality

Watford Health Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record. Further information is available from the operational and complaints manager.

Final response

Watford Health Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.

If you're not happy with the response to a complaint

If you are still not happy with the response provided, you can ask the independent **Parliamentary and Health Service Ombudsman** to look at your complaint- Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP ☎ 0345 015 4033

COMPLAINT FORM
WATFORD HEALTH CENTRE

SECTION 1: PATIENT DETAILS

Surname		**Title**	
Forename		**Address**	
Date of birth			
Telephone No.		**Postcode**	

SECTION 2: COMPLAINT DETAILS

Please give full details of the complaint below including dates, times, locations and names of any organisation staff (if known). Continue on a separate page if required.

SECTION 3: EXPECTED OUTCOME

SECTION 4: SIGNATURE OF PATIENT

Full name		**Title**	
Signature		**Date**	

SECTION 5: ACTIONS

Date received by complaints manager

THIRD PARTY PATIENT COMPLAINT FORM
WATFORD HEALTH CENTRE

SECTION 1: PATIENT DETAILS

Surname		**Title**	
Forename		**Address**	
Date of birth			
Telephone No.		**Postcode**	

SECTION 2: THIRD PARTY DETAILS

Surname		**Title**	
Forename		**Address**	
Date of birth			
Telephone No.		**Postcode**	

SECTION 3: DECLARATION

I hereby authorise the individual detailed in Section 2 to act on my behalf in making this complaint and to receive such information as may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint and may only be disclosed to those people who have consented to act on my behalf.

This authority is for the entire duration whilst the complaint is active.

SECTION 4: SIGNATURE OF PATIENT

Full name		**Title**	
Signature		**Date**	

Useful Contact Details

Healthwatch England
💻 www.healthwatch.co.uk ☎0300 068 3000 1444

Citizens Advice
💻 www.citizensadvice.org.uk ☎ 0344 411 1444

Primary care complaints (e.g. GPs, dentists)
✉ NHS England, PO Box 16738, Redditch, B97 9PT ✉ england.contactus@nhs.net
☎ 0300 311 2233

For public health services complaints, contact the **Local Government Ombudsman.**

The **NHS Constitution** sets out your rights as a patient, and explains the commitments the NHS has made to providing you with a high-quality service. You may find it helpful to refer to it if you are thinking about making a complaint.