

## Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- SeAp Advocacy gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112

## Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service  
Ombudsman (PHSO)  
Milbank Tower  
Milbank  
London  
SW1P 4QP

Tel: 0345 015 4033

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

Horn Lane Surgery

156 Horn Lane

London W3 6PH

Tel: 020 8992 4722

E: [admin.hornlane@nhs.net](mailto:admin.hornlane@nhs.net)

# The Complaints Process

Horn Lane Surgery



## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Horn Lane Surgery.

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 services and patient experience.

## Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaints manager, Rehana Jabeen.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England  
PO BOX 16738  
Redditch  
B97 9PT  
0300 311 22 33  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [admin.hornlane@nhs.net](mailto:admin.hornlane@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.

The complaints manager will respond to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating complaints

Horn Lane Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Horn Lane Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

Horn Lane Surgery 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 from reception.

## Final response

Horn Lane Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.