

BHH

Brent
Harrow
Hillingdon
Clinical Commissioning Groups



Governance and Complaints Department
3rd floor, The Heights
59-65 Lowlands Road
Harrow, Middlesex
HA1 3AW
Tel: 020 8966 1059 or 1065
Email: BHHcomplaints@nhs.net

HOW TO COMPLAIN ABOUT NHS SERVICES IN BRENT, HARROW OR HILLINGDON

Primary Care Trusts, the NHS organisations which ran health services locally, were abolished on 31 March 2013. NHS Brent, NHS Harrow and NHS Hillingdon have been replaced by NHS Brent Clinical Commissioning Group (CCG), NHS Harrow Clinical Commissioning Group (CCG) and NHS Hillingdon Clinical Commissioning Group (CCG).

If you are unhappy with the treatment or service you have received from one of the Clinical Commissioning Groups (CCG's), you are entitled to make a complaint, have it considered and receive a response. Please be assured that making a complaint should not affect the care which you receive.

From 1 April 2013, if you have a comment or complaint about a GP, dentist, pharmacy or optician that can't be resolved locally with the Practice Manager, please contact the NHS England (London office):

By email - england.contactus@nhs.net or

By phone - 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays) or

By post:

NHS England
PO Box 16738
Redditch
B97 9PT

If you have any comment or complaint about a hospital, mental health or community trust please contact them directly.

Should you wish to make a complaint about a Community Trust, who provides services such as podiatry, phlebotomy, diabetes or physiotherapy, please contact Ealing Hospital NHS Trust who cover Brent, Ealing and Harrow on 0800 064

1120 or 020 8967 5653 or Hillingdon Community Healthcare Trust on 01895 488555.

If you have a comment or complaint about any other local health service, please contact your CCG at BHHcomplaints@nhs.net or 020 8966 1059 or 020 8966 1065.

The Complaints Procedure

Who can complain?

A complaint can be made by a patient or person affected, or likely to be affected, by the actions or decisions of an NHS organisation or Primary Care Practitioner. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

What is the time limit for making a complaint?

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about. There is discretion to waive this time limit if there are good reasons why you could not complain earlier.

Making the Complaint

The first stage of the NHS complaints procedure is called 'local resolution'. Your complaint should, in the first instance, be made to the NHS organisation providing the service. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible.

Where to send your complaint

If your complaint is about a commissioned service managed by a CCG or about a decision made by a CCG, then your complaint should be directed to the Governance and Complaints Department at 3rd Floor, The Heights, 59-65 Lowlands Road, Harrow, Middlesex HA1 3AW. Tel: 020 8966 1059 / 1065.

What you need to provide

Provide as much information as possible to allow us to investigate your complaint and include some or all of the following:

- your name and a valid email or home address for reply;
- a clear description of your complaint;
- copies of earlier associated correspondence between yourself and the respective organization and/or department;
- any valid correspondence case reference numbers.

We aim to respond to all complaints within 20 working days. If more time is required, you will be contacted to negotiate a new timescale for response.

What happens after I make a complaint?

If your complaint is a commissioning complaint and is sent to one of the CCG's, a member of the Complaints Department will acknowledge your complaint within three working days after the complaint has been received.

Investigation of the complaint

You will be asked to complete consent, contact and monitoring information forms and to return these within 14 days. On receipt of the completed forms, your complaint will be forwarded for investigation.

What if you remain dissatisfied with the response which you receive from one of the Clinical Commissioning Groups?

Brent CCG, Harrow CCG and Hillingdon CCG want to ensure that all complaints are handled well and that all appropriate action is taken to resolve a person's concerns. We will do everything that we feel is appropriate in order to try and resolve matters to your satisfaction.

If, however, you do remain unhappy with how your complaint has been managed, you can ask the Parliamentary and Health Service Ombudsman (PHSO) for an independent review of your case within 12 months from the date on which the subject matter of the complaint occurred.

The Ombudsman can carry out independent investigations into complaints about poor treatment or service provided through the NHS in England. You can contact the Ombudsman, as follows:

By phone - 0345 015 4033

By email - phso.enquiries@ombudsman.org.uk or

By post:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Further information about the Ombudsman is also available at their website, www.ombudsman.org.uk.

If you need a copy of this leaflet in another language, in Braille or on audio tape, please contact Governance and Complaints Department at the address above or on 020 8966 1059 / 1065.

Advocacy Services

VoiceAbility

VoiceAbility can help people to make a complaint and can provide advice about the NHS complaints process. You can contact the VoiceAbility office:

By phone – 0300 330 5454

Further information about VoiceAbility can be found on their website:

www.nhscomplaintsadvocacy.org

Harrow Association of Disabled People (HAD)

Harrow Association of Disabled People (HAD) provide Advocacy services for Harrow residents wishing to make a complaint concerning the NHS. Further information is available:

By phone - 020 8861 9920 or from the following link:

www.had.org.uk