

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

www.ombudsman.org.uk

Acton Health Centre

35-61 Church Road

Acton, London, W3 8 QE

0208 992 6768 / admin.actonhealthcentre@nhs.net

The Complaints Process

Acton Health Centre





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Acton Health Centre.

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 complaint's management team.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to admin.actonhealthcentre@nhs.net.

If for any reason you do not want to speak to a member of our staff, then you can request that North West London Integrated Care Board (NWL ICB) investigates your complaint. They will contact us on your behalf:

A complaint or concern can be received by mail, electronically or by telephone via these details;

By telephone: 020 3350 4567 (*This is an automated service. Please leave a message requesting a call back*).

By email: nhsnwl.complaints@nhs.net

By post: Complaints Manager
NHS North West London
15 Marylebone Road
London, NW1 5JD

For more information, please visit:

www.nwlondonicb.nhs.uk/contact-us/patientfeedback-and-complaints

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 surgery will acknowledge 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

Acton Health Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Acton 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.

Third party complaints

Acton 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 from reception.

Final response

Acton Health Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.