

What can I do if I am unhappy with your response?

Tell us

Let us know if you are not happy with our response. We will look again at any issues that you feel we have not dealt with properly and answer any other questions you may have.

We may also be able to arrange for you to meet relevant managers and senior medical or nursing staff to discuss your complaint. This can help to clear up any areas of concern and to answer your questions about our response.

The Parliamentary and Health Service Ombudsman

If you are not satisfied with our response, you have the right to ask the Health Service Ombudsman to review your Complaint. The service is confidential and free, **but they will only consider your case if it has been investigated thoroughly by us.**

Contact Details

Parliamentary & Health Service
Ombudsman
Telephone: 0345 015 4033
Website: www.ombudsman.org.uk
Email: phso.enquiries@ombudsman.org.uk

Other Useful Contacts

Patient Advice and Liaison Service (PALS)
Tel: 020 8981 0425

Independent Complaints Advocacy Service (ICAS)
Tel: 0845 120 3784

NHS Choices
Website: www.nhs.uk/aboutNHSChoices

Our Mission Statement

At The Mission Practice, we are committed to providing an excellent medical service for all our patients; walking alongside our community, patients, staff and colleagues in Bethnal Green.

We recognise that we are all on a journey in life – growing and developing all the time, and we understand that health is not just about being well in body, mind and spirit.

We seek to empower people to live life in all its' fullness and we are committed to caring for the whole person; encouraging faith instead of fear, and working together instead of alone.

We believe that we are called by God to serve and care for our patients, and we recognize that this needs prayer and Gods' strength and guidance.

Complaints Procedure

This leaflet explains what to do if you have a complaint about any aspect of our service.

We treat all complaints seriously and aim to resolve them as quickly and fully as we can.

Making a complaint will not affect your future care or treatment at the Practice.

The Mission Practice
208 Cambridge Heath Road
London E2 9LS

Tel: 020 8983 7300
Fax: 020 8983 6800/6009

www.missionpractice.nhs.uk



Your word is a lamp to my feet and a light to my path (Ps 119 v105)

We will do everything that we can to ensure that you receive the best standards of care. Sometimes, we may not achieve this or meet your expectations. Should this happen, we will try our best to put things right, and to learn from your complaint to make sure that the same thing does not happen again.

What if I am concerned about the treatment or care received?

If you are unhappy about the care or treatment you or a family member has received, please ask to speak to the deputy practice manager. They may be able to resolve the matter straight away or could put you in touch with a more senior member of clinical or managerial staff.

Our commitment to you

The Mission Practice aims to be open with its patients. If there is any problem with your treatment or care, we aim to tell you openly and honestly what has happened as soon as we can. Where necessary, we will carry out an investigation. In all cases we will give you information, try to answer your questions and tell you what we are doing to put the matter right. This applies whether we find out about a problem as it happens, from something that you tell us, or from investigating a complaint or incident.

Register a complaint

If after speaking with us you want to register a complaint, please do so as soon as you can. This is important as we will usually only investigate complaints that are made within a year of when you were aware that things went wrong or experienced a poor service.

You can make your complaint orally to the Deputy Practice Manager/ Practice Manager, in writing to us using the Complaint Form or you can have an outside advocate, friend or relative representing or supporting you through the complaints process. NHS Complaints Advocacy can give you free advice about making complaints.

If you want to make your complaint in writing but are unable to, we will assist you.

If you are complaining on behalf of someone else, we may need to get their written consent before we can disclose their personal health information to you.

To help us to investigate your complaint, we will need full written details of your concerns, how you want us to put things right, and your contact details so that we can provide a response.

When we look into your complaint we may need to refer to your health records. If you do not want us to do this, please advise us, but this may limit our ability to deal with your complaint. If you have concerns The Mission Practice Caldicott Guardian, a senior clinician who is responsible for patient confidentiality can advise you.

The Mission Practice Caldicott Guardian Contact Details:

Dr Will Spiring GP 020 8983 7300

We will acknowledge complaints within three working days and carry out a full investigation.

We will aim to complete our investigation within 21 working days. This may not be possible if your complaint is very complex. If so, we will contact you to agree an alternative schedule.

When we have finished the investigation, we will give you a written response to your complaint.