

Comments, Suggestions and Complaints Procedures

If you have a comments, suggestions or a complaint about the service you have received from the doctors or any of the staff working in this practice, please let us know by emailing care@one5.health. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem, or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Dr Gaurav Sabharwal, or any of the doctors. Alternatively, you may ask for an appointment with Dr Gaurav Sabharwal in order to discuss your concerns. He will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we will aim to

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like to do this.
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to Care Quality Commission (CQC)

We hope that, if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach a local advocacy service (details below), if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. Primary care complaints management is undertaken by the Health Ombudsman or your take advice from local advisory services such as that for the City of London.

One5 Health LTD is registered with the Quality Care Commission (CQC). The CQC has no statutory rights to investigate any complaints that any patients or other members of the public make about independent healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations.

However, they will take all the information that they receive from the public about registered independent healthcare providers, or about unregistered providers that they feel should be registered. If they suspect that the provider has committed an offence under the Health and Social Care Act 2008 or a breach of the regulations, they are required to take action to bring about improvement.

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Email: enquiries@ccq.org.uk
Telephone: 03000 616161
Fax: 03000 616171

Health Ombudsman

Health Ombudsman
Millbank Tower
London SW1P 4QP

Local Advocacy Services

City of London residents –
Cambridge House
1 Addington Square
Camberwell
London
SE5 OHF
Tel: 020 7358 7000
Email – info@ch1889.org
<http://www.ch1889.org/advocacy/>

Patient Feedback

Patient feedback is obtained at the end of everyone consultation, via an online questionnaire form.

Feedback is obtained regarding the clinical safety and effectiveness, the ease of processes including booking and the premises.

All patients are encouraged to participate in feedback.