

## **Our Commitment to you**

The Old Harlow Health Centre aims to ensure you receive the highest quality health services.

We care about getting it right for you the first time and every time and welcome your comments, compliments, concerns and complaints.

We take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services.

We are committed to feeding back patients' experiences to staff and learning from these.

All matters are dealt with in confidence. However, it may be necessary to share certain information with other parties in which case we will seek your permission in advance of this.

Information relating to your concerns will be stored securely and separately from your health care records. This will not impact on your health care and will not be used to discriminate against you.

We know it is not easy to complain and we want to make sure that when you do you have a positive experience.

## **Who can I talk to?**

You can give feedback on your experience, either positive or negative, directly to staff or via our contact details overleaf.

If you need advice or information regarding local NHS services, you can contact the Patient Advice and Liaison Service (PALS) who can assist you.

If you have a concern, or are not satisfied with any aspect of your healthcare, you can complain either directly to the person, service or organisation that provided your care, or to the Primary Care Trust (PCT) who commission these services.

If you decide to complain to the Old Harlow Health Centre, we will:-

- contact you within 3 working days to discuss and agree how you wish for your complaint to be handled
- agree specific areas of concern
- discuss suitable timescales for our response to you
- keep you informed throughout the process
- provide you with a written response, including details of actions we take to improve our services

In order that we can do this, it would be helpful if you could provide us with a telephone number when you first contact us.

It is easier for us to look into your concerns if they are brought to our attention as soon as possible after they occur.

## **What about confidentiality?**

If you are making a complaint on behalf of someone else, even a close relative, you should discuss this with them before contacting us, as it will be necessary for us to get their written consent to release their personal information.

## **Can I get help to raise my concerns?**

Free, confidential and independent support is offered by the Independent Complaints Advocacy Service (ICAS). Their contact details are:-

POhWER ICAS  
Ground Floor  
7 Lords Court  
Cricketers Way  
Basildon  
Essex  
SS13 1SS  
Helpline: 0300 4562 370

## **What if I am unhappy with your response?**

We will try to resolve your concerns to your satisfaction.

However, if you feel our response has not achieved this, we will be happy to discuss this further with you.

If you are still unhappy with our response, you can ask The Parliamentary and Health Service Ombudsman to review your case. This is called Independent Review.

### **They can be contacted at:-**

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

Helpline: 0345 015 4033

<http://www.ombudsman.org.uk>

## **Old Harlow Health Centre contact details**

### **You can write to us at:-**

The Practice manager  
Old Harlow Health Centre  
Jenner House  
Garden Terrace Road  
Harlow  
Essex  
CM17 0AX

**Alternatively you can phone us Monday to Friday between 0900hrs – 1700hrs (excluding bank holidays) on:- 01279 418136**

Alternatively you can contact:  
**NHS England**  
**Monday to Friday between 0800hrs – 1800hrs (excluding bank holidays) on:-**  
**Tel: 0300 311 2233**  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Or

**PALS**  
**(Patient Advice and Liaison Service)**  
**You can email West Essex CCG at:-**

Email: [weccg.comments@nhs.net](mailto:weccg.comments@nhs.net)  
Tel: 01992 566122  
Freephone: 0800 7833396

**Thank you for taking the time to read this leaflet.**

# **Old Harlow Health Centre**

We welcome your feedback comments and complaints

This leaflet explains how to do this.

## **Listening**

## **Responding**

## **Improving**

We are committed to learning from your experience.