

Information for Patients & Carers

We Value Your Feedback

Tower Hamlets GP Care Group (THGPCG) welcome feedback from anyone who uses our services. These include Tower Hamlets Health Visiting, Extended GP Access Services and other Community Health Services.

We are always looking to improve our services to suit patient needs and your comments, praises, complaints and suggestions will help us to do this.

Throughout this leaflet you will find information about how to feedback on the various THGPCG services with contact details provided at the end.

We look forward to hearing from you.

Comments & Suggestions

If you have any comments or suggestions you can feed them back to us using a variety of methods:

- Discuss it with any member of staff
- Contact us in writing
- Contact Patient Advice & Liason Services (PALS)
- Via various Tower Hamlets GPCG service surveys that you may be asked to complete

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Complaints Procedure

Anyone who is concerned about their care can make a complaint. If you cannot make the complaint yourself, you can ask a friend or relative to complain on your behalf.

It is often possible to sort out the complaint straight away by talking a member of staff. The member of staff will try to resolve the complaint there and then. If they are unable to help or you feel that the complaint has not been settled by talking to the staff, you may wish to take the complaint further. Your complaint will not affect your care in any way. You can do this by writing to the service lead for the area your complaint relates to (**see the back page of this leaflet**).

What to expect

Once we receive the complaint we will send an acknowledgement within three working days .

We may need to speak to staff and look at your records as part of the investigation. This is completed in confidence and nothing will be recorded in the records about the complaint.

We may also need to speak to you as part of the investigation.

Written Complaints

When making a written complaint please include as much detail as possible.

Key things to include

- The date of the event
- Where the event took place
- Who was involved
- What happened
- What went wrong

Please also include your own contact details, if you are complaining on behalf of someone else.

We aim to send a full response to the complaint within 28 days of receiving your letter.

Information for Patients & Carers

Contact Information

Please send any written comments, complaints and suggestions to the appropriate address below:

Health Visiting Services

Carrie Macgregor (Director of Health Visiting Services)
Tower Hamlets GP Care Group
St Andrews Health Centre
2 Hannaford Walk
London
E3 3FF

Hub Services

Liane Fitzgerald (GPCG Service Manager)
Alderney Building
Mile End Hospital
2 Bancroft Road
London
E1 3DG

Other GP Care Group Services

Ruth Walters (Director of Quality & Assurance)
Tower Hamlets GP Care Group
St Andrews Health Centre
2 Hannaford Walk
London
E3 3FF

Alternatively you can send an email to:

thgpcg.complaintsandfeedback@nhs.net

Other Useful Contacts

Patient Advice & Liaison Service (PALS)

Telephone: 0207 566 2325

Independent Health Complaints Advocacy

Telephone: 0330 440 9000

Email: info@seap.org.uk

This is a free, independent service who will help you to make a complaint

The Parliamentary and Health Service Ombudsman

Telephone: 0345 015 4033

Textphone (minicom):
0300 061 4298