

Support and Advice

VoiceAbility, the Complaints Advocacy Service can help patients or carers with advice, support or representation to make a complaint.

Telephone: 0300 330 5454

Textphone: 0786 002 2939

Fax.0330 088 3762

E-mail: nhscomplaints@voiceability.org

website: www.nhscomplaintsadvocacy.org

If you would like information or your complaint response in large print or in another format please let us know. We will do our best to support your needs.

Making a complaint about other NHS organisations, such as hospital, doctor, dentist, pharmacist or optician.

All NHS organisations have complaints procedures to make sure they deal with concerns quickly, efficiently and fairly.

You should make your complaint known to someone at the organisation directly, like a complaints officer or practice manager.

If, however you do not feel that you are able to complain to the NHS organisation providing the service, contact our Complaints Manager who will discuss available options with you.

Your views are important to us

CWHH CCGs learn from all complaints and concerns we receive. We use the information to help us improve services.

We also want to hear from you when you want to pass on comments or compliments. You can contact the Complaints Manager who will pass on your kind words.

Helpful Contact Details

West London CCG Complaints Manager

Telephone: 020 3350 4567 / 020 8630 2943

E-mail: cwhh.complaints@nhs.net

In writing: Complaints Manager
CWHH CCG Collaboration
15 Marylebone Road
London NW1 5JD

Parliamentary & Health Service Ombudsman

Telephone: 0345 015 4033

e-mail: phso.enquiries@ombudsman.org.uk

In writing:
The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Website: www.ombudsman.org.uk

Complaints Advocacy Service

Telephone: 0300 330 5454

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Fax. 0845 337 3066

E-mail nhscomplaints@voiceability.org

Web site: www.nhscomplaintsadvocacy.org



Complaints, Concerns, Comments and Compliments

Help us get it right

CWHH Clinical Commissioning Groups
15 Marylebone Road
London NW1 5JD



West London Clinical Commissioning Group (CCG)

West London CCG is responsible for funding and co-ordinating health services in your area.

We want to make sure that patients receive excellent care delivered in a respectful and courteous way. You can help us do this, by letting us know how we are doing.

Who can make a complaint?

Anyone can raise concerns or make a complaint. You can complain about NHS services or treatment you receive or you can complain on behalf of another person.

If you make a complaint on behalf of someone else, please ask their permission before you contact us. We need to safeguard patient confidentiality and the patient's written consent will be sought before we respond to the issues you have raised on their behalf.

How do I raise a concern or make a complaint?

Although we always try to commission responsibly so that you are provided with the best possible care, we know that sometimes things can go wrong.

We try to sort out most problems easily and quickly. In the first instance you should speak to the person concerned when the problem arises – they should try to resolve your concerns for you. If, however you are not completely satisfied or they cannot resolve your problem, you may wish to make a formal complaint.

You can make a formal complaint by contacting our Complaints Manager:

Telephone: 020 3350 4567 / 020 8630 2943

E-mail: cwhh.complaints@nhs.net

In writing: Complaints Manager
CWHH Clinical Commissioning Groups
15 Marylebone Road, London NW1 5JD

How we deal with your complaint?

We may contact you to discuss your concerns further. We need to clearly understand your complaint, the exact issues we need to address and how we can best do this. We may be able to resolve some issues quickly, but others may take longer. We may be able to resolve some problems by telephone, but others may need a detailed investigation. In some cases, it might be helpful to meet you.

We will:

- Acknowledge your complaint within 3 working days;
- Agree with you how we will try to resolve your complaint;
- Discuss how long it should take to respond and keep you informed;
- Aim to provide you with a full written response in no more than 25 working days unless a different timescale has been previously agreed with you;
- Find out what happened or what went wrong;
- Make sure you receive an appropriate apology;
- Make sure we learn from your complaint so that the problem doesn't happen again to you or others.

When can I complain?

If you have a complaint we need to know as soon as possible so we can find out what happened more easily. Ideally we would like to know of our concerns within a matter of days, or at most a few weeks, but you must get in touch:

- Within 12 months of the problem or incident; or
- Within 12 months of becoming aware that there is something to complain about.

The time limit can be extended, depending on circumstances, as we treat each complaint individually.

What if you are still not happy?

We will make every effort to try to resolve your complaint, but if you are not happy with the results of our investigation, please let us know as soon as possible. We can:

- Meet with you to discuss the matter further;
- Carry out further investigation; or
- Suggest you contact the Parliamentary and Health Service Ombudsman for help

The Ombudsman can review the way in which your complaint has been handled within 12 months of the final outcome.

Contact the Ombudsman by:

Visiting:

www.ombudsman.org.uk

e-mailing:

phso.enquiries@ombudsman.org.uk

calling:

0345 015 4033

(Monday – Friday 8.30 a.m. to 5.30 p.m. excluding bank holidays)

Write to:

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

