

Healthwatch Harrow Complaints Flowchart 2018

Complaint Received

YES

Harrow Resident?

NO

Refer Complainant to their Local Healthwatch

Safeguarding/CQC
If there is a Safeguarding concern or situation that may need to go direct to CQC, contact the Safeguarding Lead for advice before taking any action.

Check Nature of Complaint.

- NHS
- SOCIAL CARE
- PRIVATE

NHS Complaint e.g. GP Practices
Dentist
Opticians
Pharmacies
Hospitals
Mental Health Services

Is Support Required to make complaint?

YES

Refer to Advocacy 1st
020 3948 0569
advocacy@harrowmencap.org.uk

NO

Community/Social Care Complaints

Step 1. They should make their complaint direct to service provider. If dissatisfied

Step 2 Make complaint to NHS England, Complaints Dept
0300 311 23233
E: England.contactus@nhs.net If dissatisfied,

Step 3 Complaint to be made to CCG PALS (Patient Advice Liaison Service)
Tel: 020 8869 5118
Email – LNWH-tr.pals@nhs.net

Step 4 If still dissatisfied, then escalate to Parliamentary Health Service Ombudsman
0345 015 4033
phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

IF THE CONCERN IS SPECIFICALLY REGARDING A GP THEY CAN CONTACT THE GENERAL MEDICAL COUNCIL ON WWW.GMC-UK.ORG/PATIENTSHELP
TEL 0161 923 6602
EMAIL: GMC@GMC-UK.ORG

Step 1 Complaints to be made direct to the service provider. If dissatisfied move to STEP 2

Step 2 Report your concern to Care Quality Commission
www.cqc.org.uk/contact-us/how-complain
Tel 03000 616 161