

Islington Clinical Commissioning Group (CCG)

Islington CCG funds many healthcare services in the borough including hospitals, mental health, community health, out of hours and urgent care.

If you are complaining to one of these services and you would like the CCG to know about it then you can send them a copy of your complaint. However, the responsibility for dealing with the complaint remains with the service provider.

If you complain to Islington CCG without complaining to the provider first, the CCG will contact you to get permission for them to contact the provider. The provider will then investigate the complaint (as above).

Islington Clinical Commissioning Group

Tel: 020 3688 2900

E-mail: islington.ccg@nhs.net

If your complaint is about how a local health service has been designed or funded you can contact the North and East London Commissioning Support Unit.

North and East London Commissioning Support Unit (NEL CSU)

Patient Experience and Effectiveness Team

Tel: 0203 688 1666

E-mail: nelcsu.complaints@nhs.net

Can I get help to make my complaint?

If you need support to make a complaint you can contact NHS Complaints Advocacy at POhWER. You can contact them at any stage in the process. They can provide you with an advocate; a person who will help you to complain, and make sure that you understand your options.

NHS Complaints Advocacy at POhWER

Tel: 0300 456 2370

www.pohwer.net/islington

E-mail: pohwer@pohwer.net

The NHS Complaints Advocacy section of the POhWER website has resources to support you to make a complaint by yourself. These are available in a range of languages, as well as Easy Read and large print formats.

What if I'm unhappy with the result of my complaint?

If you are unhappy with the outcome of a complaint about any NHS provider, you can appeal to the Parliamentary and Health Service Ombudsman.

You can only contact the Ombudsman once the organisation you complained to first has completed its response, or if it has not been sorted out after 6 months.

Parliamentary and Health Service Ombudsman

Tel: 0345 015 4033

www.ombudsman.org.uk

Or text their 'call back' service: 07624 813 005 with your name and mobile number

How do I complain about a non-NHS service?

If you would like to complain about private healthcare, or about a social care service (for example day centres, care homes, or carers who help you in your own home), then the complaints process is different.

Social care services are provided by Islington Council. Private healthcare is offered by a range of providers.

If you would like to complain about a non-NHS service (or indeed any health service) contact Healthwatch Islington and we will let you know how to proceed, what support is available, and who you need to contact.

Healthwatch Islington

Information and Signposting service

Tel: 020 7832 5828

E-mail: info@healthwatchislington.co.uk

Other resources

Healthwatch England have worked with Citizens Advice to produce a series of guides to help you make a complaint or raise a concern about any provider of health or social care. There are tips and tools such as letter templates and other practical resources to support you to make an effective complaint.

Healthwatch England

www.healthwatch.co.uk/complaints/guides

How to complain about health services

www.healthwatchislington.co.uk

When should I complain?

As soon as possible. Complaints should be made within 12 months of the date of the event that you're complaining about.

How do I make a complaint?

There are many different providers of healthcare in Islington. When you want to make a complaint, you normally complain directly to the provider of the service. However, you can complain to the organisation that funds them instead.

If you are unsure how to complain directly to the provider, you can ask them to give you a copy of their complaints procedure. This will tell you who to contact, how they will handle your complaint, and how they will learn from your complaint.

How do I complain about primary care (GPs, dentists, pharmacies and opticians)?

You can either complain directly to the provider (the GP surgery, dental practice, pharmacy or optician) or you can complain to NHS England, which funds these services. Complaints cannot be raised with NHS England if they have been made to the provider first.

NHS England

PO Box 16738
Redditch, B97 9PT
Tel: 0300 311 2233
E-mail: england.contactus@nhs.net

How do I complain about local hospitals?

Although hospital services are funded by the Clinical Commissioning Group, if you would like to complain about a hospital service you should do so to the hospital directly.

You should contact the Patient Advice and Liaison Service (better known as PALS) at the hospital.

Whittington Health

Patient Advice and Liaison Service
Tel: 020 7288 5551
E-mail: whh-tr.whitthealthPALS@nhs.net

University College Hospitals

Patient Advice and Liaison Service
(for informal and quick resolution)
Tel: 020 3447 3042
E-mail: pals@uclh.nhs.uk

But to make a formal complaint
Tel: 020 3447 7413
E-mail: complaints.officer@uclh.nhs.uk

The Royal Free Hospital

Patient Advice and Liaison Service
Tel: 020 7472 6446
E-mail: rf.pals@nhs.net

Moorfields Eye Hospital

Patient Advice and Liaison Service
Tel: 020 7566 2324/2325.
E-mail: pals@moorfields.nhs.uk

How do I complain about ambulance services?

Complain to the Patient Experiences Department at the London Ambulance Service.

Patient Experiences Department

Units 1&2 Datapoint Business Centre
6 South Crescent, London E16 4TL
Tel: 020 3069 0240
E-mail: ped@londonambulance.nhs.uk

How do I complain about non-emergency patient transport for hospitals?

Non-emergency transport is provided by Medical Services Ltd. However, patients should complain to the PALS office at the hospital where the transport was arranged.

How do I complain about community health services?

Community health services include physiotherapy, podiatry (foot health), district nursing and health visiting, as well as the Urgent Care Centre. These services are provided by Whittington Health.

Whittington Health

Contact the Patient Advice and Liaison Service (PALS)
Tel: 020 7288 5551
E-mail: whh-tr.whitthealthPALS@nhs.net

How do I complain about the walk-in centre (Angel Medical Centre)?

Complain directly to the practice manager at the Ritchie Street Health Centre (where the walk-in centre is based).

Ritchie Street Health Centre

Tel: 020 7837 1663

How do I complain about mental health services?

In Islington, mental health services are provided by the Camden and Islington NHS Foundation Trust.

Camden and Islington NHS Foundation Trust

Contact the Advice and Complaints Service
Tel: 020 3317 7102
E-mail: feedback@candi.nhs.uk

How do I complain about 111 or the GP out of hours service?

These services have been merged into a single service called Integrated Urgent Care. It is delivered by London Central and West Unscheduled Care Collaborative

Integrated Urgent Care

Contact the Chief Executive
Tel: 020 8962 7713
E-mail: lcw111@nhs.net