



# A guide to making comments and complaints about our services



At Newmedica, we're driven to deliver safe, high quality and friendly healthcare to our patients. We will always do our best to ensure that your visits are as comfortable as possible, and that we provide you with excellent personal and professional care.

There may be times when your expectations are not met. We therefore appreciate all feedback – both good and bad – regarding the care and service that you experienced during your visit.

## The complaints process

Our complaints policy ensures your concerns are investigated and that you're given a full and prompt reply. This leaflet outlines our patient complaints procedure and gives you advice on how to get a satisfactory response to your concerns.

Any complaint that we receive is treated in confidence. We're committed to investigate all complaints courteously and sympathetically and to provide a rapid response. We take all comments and complaints seriously, regardless of their nature.

As part of our commitment to continuous improvement, we encourage patients to provide feedback on our service by using our Patient Satisfaction and Friends and Family Test Questionnaire. These questionnaires are provided to all our patients at the end of their appointment.

The feedback we receive from these surveys remains anonymous and is reviewed regularly. This information is used to identify any changes that need to be made to the service we offer.

## Other ways of raising concern

If you encounter any problems, however small, we ask that you tell us as soon as possible. Please highlight any concerns as soon as they arise, rather than waiting, so that we can resolve these in a timely fashion.

You can provide feedback as follows:

### **During your appointment**

During your appointment, please highlight any concerns you have to the clinician carrying out your appointment.

### **After your appointment or after discharge from our service**

Should you have feedback about any aspect of the service you've received, you can call the Registered Manager or Service Manager on the number on your appointment letter. If you don't wish to feedback directly to the Registered Manager or Service Manager, you can contact the Newmedica Governance Team on 0207 871 6600. They'll ensure the right person investigates and resolves any issues as quickly as possible.



## How do I make a formal complaint?

If you feel your issue hasn't been responded to in the way you'd expected, or if you feel it's serious enough to require a formal investigation, then please send your complaint to us either in writing or by email to the addresses below.

Governance Team  
Newmedica  
Central Point  
45 Beech Street  
London  
EC2Y 8AD

E: [newmedica.governance@nhs.net](mailto:newmedica.governance@nhs.net)

To ensure we can respond quickly to your concern, please ensure your letter or email includes the following:

- Who or what caused your concern
- Where and when the event took place
- What action you have already taken, if any
- What result you expect from your complaint.

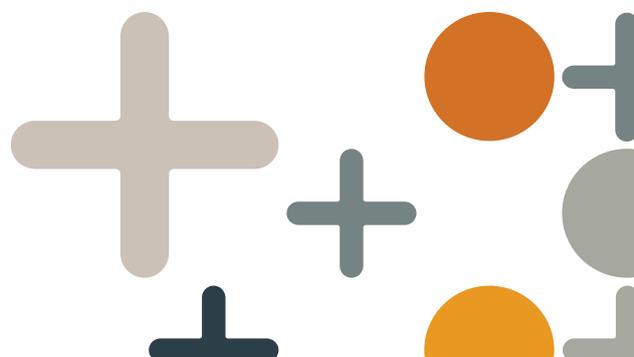
All formal complaints will be acknowledged within three working days of receipt. The Registered Manager for the service will be responsible for the investigation and will write to you with the outcome within 20 working days of the acknowledgement. If a full response cannot be given at this point, you'll receive a letter explaining the reason for the delay.

## What happens if I'm not happy with the formal response?

If you're not happy with our response, please send your concerns in writing to our Managing Director at the address below:

Managing Director  
Newmedica  
Central Point  
45 Beech Street  
London  
EC2Y 8AD

Your individual case will be reviewed again, taking into consideration any objections you may have about your feedback. Following this review, you'll receive a full response within 20 working days.



## What happens if I'm still unhappy?

### For NHS patients

If we've done everything possible to resolve your complaint and you're still not satisfied, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint, by post:

Parliamentary Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
T: 0345 015 4033

### For private patients

If you're a private patient, you can seek an independent review from the Independent Sector Complaints Adjudication Service, by post:

ISCAS  
CEDR, 3<sup>rd</sup> Floor  
100 St Paul's Churchyard  
London  
EC4M 8BU

E: [info@iscas.org.uk](mailto:info@iscas.org.uk)  
T: 020 7536 6091

## Can I get help to make a complaint?

If you'd like support in making your complaint, NHS Advocacy is a free, confidential service, totally independent of the NHS. You can contact them at [nhscomplaintsadvocacy.org](http://nhscomplaintsadvocacy.org) or call 0300 330 5454.

### Newmedica company details

Newmedica is a trading name of New Medical Systems Limited.

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Postal address: Newmedica, Central Point, 45 Beech Street, London EC2Y 8AD

