

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services.
- Other advocates and links can be found on this [PHSO webpage](#)

Further actions

If you are dissatisfied with the outcome of your complaint from either Hertfordshire and West Essex ICB or this organisation, you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON SW1P 4QP

Citygate, Mosley Street
MANCHESTER M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

Complaints Process



Herts & Essex Hospital, Cavell Drive, Haymeads Lane
Bishops Stortford, Hertfordshire, CM23 5JH.
Tel: 01279 594450

Web: www.helixmedicalcentre.co.uk

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Helix Medical Centre.

We understand that we may not always get everything right &, by telling us about the problem you have encountered, we will be able to improve our services & patient experience.

Who to talk to?

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; we will do our best to resolve at the time. If a resolution is not immediately possible, our staff will refer your complaint to our management team.

If for any reason you do not want to speak to a member of our staff, then you can request that Hertfordshire & West Essex ICB investigates your complaint. They will then contact us on your behalf:

Hertfordshire and West Essex ICB

Patient Experience Team

Telephone: 01992 566122

Email: hweicbwe.patientfeedback@nhs.net

Web: <https://hertsandwestessex.icb.nhs.uk/patient-experience/patient-experience-1>

A complaint can be made verbally or in writing.

A complaints form is available from reception & via our website to assist in capturing your concerns. www.helixmedicalcentre.co.uk

Additionally, you can submit your complaint via 'AccuRx' our online service via our website.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Management will acknowledge complaints within three business days.

We will aim to investigate & provide you with the findings as soon as we can & will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Helix Medical Centre will investigate all complaints effectively & in conjunction with extant legislation & guidance. We will liaise with you about the progress of any complaint.

Confidentiality

Helix Medical Centre will ensure that all complaints are investigated with the utmost confidentiality & that any documents are held separately from the patient's healthcare record.

Third party complaints

Helix Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

A third-party patient complaint form is available from reception & via our website. This should be completed along with a complaint form.

Final response

Helix Medical Centre will issue a final formal response to all complainants which will provide full details & the outcome of the complaint.

