

Together First CIC

NHS Enhanced Access and GP Hub Services

Email: Together.first@nhs.net

Web: www.Togetherfirst.co.uk



TOGETHER FIRST CIC
BARKING & DAGENHAM GP FEDERATION

COMPLAINTS FORM

Complainant's details:

Name: _____

Address: _____

Contact Telephone Number: _____

Patient's details if different from above:

Name: _____

Address: _____

Contact Telephone Number: _____

Full details of complaint:

Date: _____ Time: _____ Place: _____

Identify member(s) of staff involved: _____

Full description of events: (i.e. the facts surrounding the circumstances giving rise to your complaint)
(Please use additional pages if necessary)

Suggestions for rectifying problem:
(Please use additional pages if necessary)

Complainant's signature: _____ **Date:** _____

Or

Complainant's representative signature -----

Name-----

Date_____

If you are making this complaint on behalf of another person, we must have written consent from the person involved that we can communicate and discuss the complaint with you.

I _____ consent to _____ acting on my behalf in dealing with this complaint and I authorise Together First CIC to discuss my complaint directly with them, even if this involves discussing my medical issues.

Signed _____ **Date** _____

In line with the legal requirements governing the use of individuals personal details (GDPR), we must ask all patients to provide written consent to allow our organisation to access your medical records in order to investigate any complaints. This is required if you have been seen within our services.

I _____ consent to the Together First CIC accessing my medical records for the purpose of dealing with my complaint.

Signed _____ **Date** _____

If you are dissatisfied with the handling and/or the outcome of an investigation you can be advised to contact the Health service Ombudsman, PALS or the ICB. Please ask the staff for any contact and address details you require.

Please return this form to: Barking Hospital, Upney Lane, Barking IG11 9LX
Or via Email: Together.first@nhs.net
Or via our Website <https://togetherfirst.co.uk/complaints-form/>