

Richmond Road Medical Centre
136 Richmond Road
London E8 3HN
Tel: 02072542298
Email: cahccg.richmondroadsurgery@nhs.net

COMMENTS, COMPLAINTS & SUGGESTIONS

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide at this practice.

If you have any comments, suggestions or complaints, please speak to a member of staff, write in to us or email us or fill in online contact us form.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you.

We follow NHS and local CCG complaints procedure to deal with complaints.

You may wish to escalate your complaint if we are unable to reasonably resolve it. You may contact the following to do so:-

By post to: NHS England

PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33

NHS Complaints Advocacy

Telephone - 0300 456 2370
Email - pohwer@pohwer.net

Hackney's Health and Social Care Complaints Charter

<https://www.healthwatchhackney.co.uk/wp-content/uploads/2021/08/Hackney-Health-and-Social-Care-Complaints-Charter-GP-Practices.pdf>