

Hackney's Health and Social Care Complaints Charter

A charter to ensure your experiences of health and social care are used to drive improvements to local GP services

- City and Hackney GP Confederation
- City and Hackney Local Medical Committee

are committed to:

- Valuing your complaints, comments and suggestions
- Ensuring all complaints are thoroughly and quickly investigated and result in enduring service improvements
- Treating you with courtesy, respect and sensitivity at all times
- Making health and social care in Hackney better for everyone

TELL US WHAT WENT WELL

We want to know what went well for you, so that services can be improved by learning from your experiences.

ACCESS FOR EVERYONE

Please let us know if this Charter is needed in different languages or formats, e.g. Easyread, large print or any other format. We will comply with the NHS Accessible Information Standard.

HEALTHWATCH HACKNEY

Will promote delivery of this Charter, by working with the organisations that have jointly signed this Charter, to monitor compliance, propose service improvements and signpost you to appropriate services

Find out more - contact these organisations or **Healthwatch Hackney** and ask for Hackney's Health and Social Care GP Complaints Charter. This sets out all of the Charter's commitments and how to raise concerns or complaints.

