

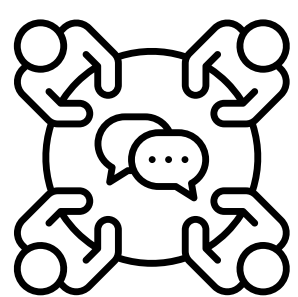


Future of Patient Voice

For the NHS to truly work for everyone, your experiences and concerns can be part of the conversation. Getting involved means you can shape the future of healthcare in Enfield so it reflects the needs of all.

When you share your story, ask questions, or join discussions, you help the NHS understand what's working and what isn't. You don't need to be an expert to make a difference. Your perspective is powerful already. Together, we can make sure the NHS in Enfield listens, learns, and acts on what matters most to you.

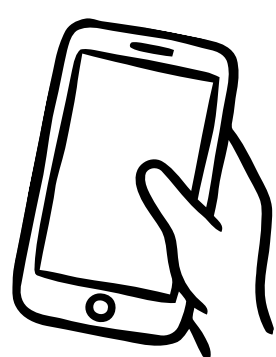
Step 1: Get actively involved



Patient Participation Group (PPG)

This is a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the running of their GP practice. PPGs look at the services the practices offer, patient experience and how improvements can be made.

Get involved: A PPG is open to every patient on the GP practice list. Get in touch with your GP practice or learn more about PPGs here.



Friends and Family Test (FFT)

An anonymous way to share feedback about your care. It helps NHS providers and commissioners identify what's working well and where improvements are needed.

How it works: After your treatment, you may be asked to complete a survey by text, phone, or letter. When you get a feedback text, please take a moment to respond.

Unsure what to do now? Contact us.

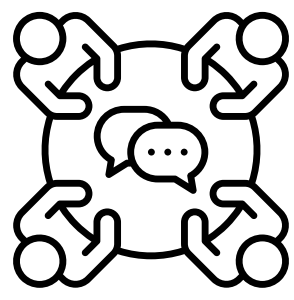
✉ admin@healthwatchenfield.co.uk

🌐 www.healthwatchenfield.co.uk

healthwatch

📞 0208 373 6283

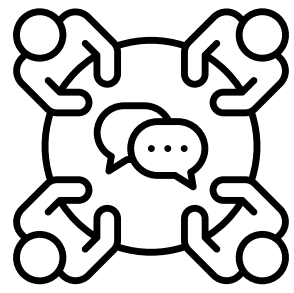
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Patient Voices Group – Chase Farm & Royal Free

Both hospitals have a monthly online Patient Voices group for patients and carers to share experiences and help improve services. Members are expected to attend at least 6 of 12 meetings each year.

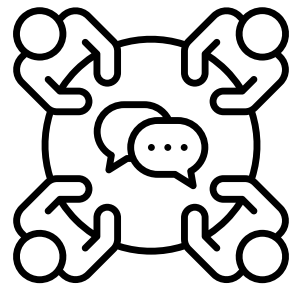
Get involved: Scan the QR code for information:



Patient Partner – North Middlesex

As a patient partner, you'll listen to patient experiences and use your insight as a former patient or carer to help improve services for the community.

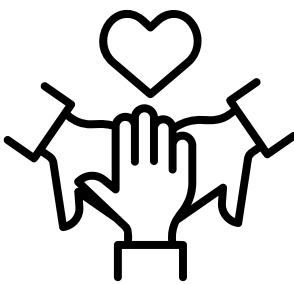
Get involved: To get involved, complete the online form or email northmid.patientpartners@nhs.net



Experience Group – Mental Health

LocalMotion brings together Enfield residents with lived experience of mental health services to share feedback, identify gaps, and help improve local support.

Get involved: Email localmotionenfield@mindeb.org.uk. You can also complete the Every London Voice survey.



Volunteer for North Middlesex and Chase Farm

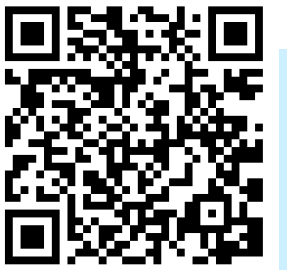
Volunteering gives you a voice in shaping better services for your community. You can support patients, guide them to appointments, assist staff, gather feedback, provide refreshments, or perform music.

Get involved:

Chase Farm: Email cf@royalfreecharity.org.

North Middlesex: For updates, check

www.royalfreecharity.org/get-involved/volunteer



Step 2: Tools for making a complaint & Compliments

While getting involved helps shape the future of healthcare, we also know that sometimes things don't go as planned. If you've experienced poor care or feel your concerns weren't addressed, you have the right to make a complaint. Your feedback helps resolve your issue. The first step is to raise your concern directly with the provider so that they can put things right. The next section will guide you through the steps to raise concerns effectively, so your voice leads to real change.

Make sure to follow the tips below:

- **Right Department:** Make sure your complaint is going to the right department or person.
- **Be Timely:** Raise your concerns about your problem as soon as you can.
- **Make Notes:** Make notes of what happened, including the names of staff, dates and times.
- **Make it Formal:** Make sure to state you are making a **formal complaint** in your subject heading
- **Be Clear on What You Want:** Be clear on what you want. Avoid asking general questions.
- **Be Open:** Try to be flexible. Be open to working with the organisation to solve the problem.
- **Stay Focused:** Stay focused on your writing and use straightforward, respectful language.
- **Your Contact Details:** Remember to include your contact details.

Note: The NHS complaints process cannot be used to speed up appointments or waiting lists, arrange referrals or obtain medication. If you are worried about your health, contact your GP, call NHS 111, or 999 in an emergency.

Enfield Council – Adult social care

1

Contact the team responsible for delivering the service you are unhappy about.

2

If the issue isn't resolved, you can make a formal complaint by email, letter, or phone.

- Visit the [Enfield Council website](#)
- Call 0208 379 1000
- Statutory Complaints (Adults and Children) Manager, Enfield Council, PO Box 59, Civic Centre, Enfield, EN1 3XL



Made within 12 months; expect acknowledgement in 5 working days and a response in 10.

3

Not happy about your response from the Complaints Manager?

Contact The Local Government Ombudsman (www.lgo.org.uk/how-to-complain)



GP, optician, dentist, pharmacy, NHS 111, and out-of-hours

1

Use the internal complaint procedure for the service you would like to complain about.

2

West and North London Integrated Care Board

- 020 3198 9743
- nclicb.complaints@nhs.net
- Complaints Team, Barnet, Camden, Enfield, Haringey and Islington, NHS West and North London, 15 Marylebone Road, London, NW1 5JD
- www.westandnorthlondon.icb.nhs.uk/how-we-are-run/your-information-feedback-and-your-rights/patient-feedback-complaints



Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 40.

North Middlesex University Hospital Trust complaints

1

Patient Advice & Liaison Service (PALS) team:

- 0208 887 3172
- northmid.pals@nhs.net

2

If you're not satisfied, contact the complaints team to make a formal complaint:

- 0208 887 3858
- northmid.complaints@nhs.net
- Complaints & Legal Services, North Middlesex University Hospital Trust, Sterling Way, London N18 1QX



Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 40.

Royal Free – Chase Farm & Barnet Hospital complaints

1

Patients Advice & Liaison Service (PALS) team:

- 0208 216 4924
- bcfpals@nhs.net

2

If you're not satisfied, contact the complaints team to make a formal complaint:

- 0208 216 4924 or rf-tr.cfhpeg@nhs.net
- Chase Farm Hospital, Patient Experience Team, The Ridgeway, Enfield, Middlesex, EN2 8JL



Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 35.

Royal Free – Royal Free Hospital complaints

1

Patients Advice & Liaison Service (PALS) team:

- 0208 216 4924
- bcfpals@nhs.net

2

If you're not satisfied, contact the complaints team to make a formal complaint:

- 020 7794 0500 ext 33227 or rf-tr.complaints@nhs.net
- Royal Free Hospital, Complaints Department, Executive Offices, Pond Street, London, NW3 2QG



Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 35.

London Ambulance Service complaints

If you are not happy with the service provided, please contact them at:

- 020 3267 4267 or londamb.patientexperience@nhs.net



Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 35.

North London Mental Health Partnership (NHS Foundation Trust)

To complain, please contact:

- 0208 702 4700 or nlft.patientexperience@nhs.net
- Service User and Engagement Team, North London NHS Foundation Trust, Patient Services, Link Corridor, Apple, Entrance I, St Ann's Hospital, St Ann's Road, London, N15 3TH



Complaint about specialist services (Eating Disorders, Forensic Services, Substance Misuse & Fixed Threat Assessment Centre) call the complaints manager: 0208 702 3839

Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 25.

Care Quality Commission (CQC)

Complaints can be made by patients, staff, or any member of the public about the use of powers or how duties have been carried out under the Act.

- 03000 616161 - press '1' to speak to the mental health team
- MHAEnquiries@cqc.org.uk
- Care Quality Commission, Citygate, Newcastle upon Tyne, NE1 4PA



Not happy about your response from the Complaints Manager?

Contact **The Parliamentary & Health Service Ombudsman**

- 0345 015 4033 or phso.enquiries@ombudsman.org.uk
- Millbank Tower, 30 Millbank, London SW1P 4QP



Made within 12 months of the issue; expect acknowledgement in 3 working days and a response in 25.

Advocacy: Getting help with a complaint & compliments



Independent Health Complaints Advocacy (IHCA) support people to complain about NHS services; in Enfield, it's provided by **Pohwer**.

- 0300 456 2370
- pohwer@pohwer.net



Digital Support: Get digital support



Dane's Digital Information Champions offer frontline digital advice and support at a community hub or outreach centre.

- 03333 440 034
- dane@enfieldcab.org.uk



Unsure what to do now? Contact us.

✉ admin@healthwatchenfield.co.uk

🌐 www.healthwatchenfield.co.uk

📞 0208 373 6283

healthwatch
Enfield