

306 MEDICAL CENTRE PATIENT INFORMATION LEAFLET

PRACTICE COMPLAINTS PROCEDURE

If you have any complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If the problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

- ❖ Within 6 months of the incident that caused the problem; or
- ❖ Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mr M Dawood, our Practice Service and Development Manager or any of the doctors. Alternatively, you may ask for an appointment with Mr M Dawood in order to discuss your concerns. He will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE SHALL DO

We shall acknowledge your complaint within reasonable time and aim to have looked into the complaint within a reasonable time from the time you raised it with us. We shall then be in a position to offer an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- ❖ Find out what happened and what went wrong;
- ❖ Make it possible for you to discuss the problem those concerned, if you would like this;
- ❖ Issue an apology, where this is appropriate;
- ❖ Identify what we can do to make sure the problem doesn't happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

COMPLAINING TO THE LOCAL COMMISSIONING BOARD

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you need help to help to make your complaint, or for more information, advice and support, you can contact Independent Health Complaints Advocacy (www.pohwer.net/Southwark) on 0203 553 5960 or email pohwer@pohwer.net.

However this does not affect your right to approach your Local Commissioning Board, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

If you have a comment or complaint about a GP, dentist, pharmacy or optician, you can contact NHS England by email: England.contactus@nhs.net. You can also contact NHS England on 0300 311 22 33 or write to NHS England, PO Box 16738, Redditch, B97 9PT

If you have a comment or complaint about a hospital, mental health or community trust you can contact the organization concerned directly. If you have a comment or complaint about any other local health service then you can contact NHS Southwark Clinical Commissioning Group at the South London Commissioning Support Unit at SLCSU.complaints@nhs.net or telephone 0800 456 1517.

If you're still unhappy, you can refer the matter to the Parliamentary and Health Service Ombudsman (www.ombudsman.org.uk), who is independent of the NHS and government. The Parliamentary and Health Service Ombudsman address is Millbank Tower, Millbank, London SW1P 4QP or telephone 0345 015 4033.

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