

306 MEDICAL CENTRE

PATIENT INFORMATION LEAFLET

We aim to provide a high standard of care and service to all our patients. However, if you are unhappy with any aspect of the care or service you have received from the Practice, please let us know.

We welcome feedback and complaints because they provide us with an opportunity to understand what has gone wrong, respond to your concerns and, where appropriate, improve our services.

You will not be treated unfairly or have your care adversely affected because you have made a complaint.

HOW TO COMPLAIN

We hope that, where possible, concerns can be resolved promptly and informally. You can speak to a member of the Practice team if you wish to raise a concern.

If your concern cannot be resolved or you wish to make a formal complaint, you can make your complaint:

- **in writing;**
- **by email;**
- **verbally**, including by telephone or in person.

Complaints should normally be made **within 12 months** of the incident that caused the problem, or within 12 months of becoming aware of the matter.

The Practice may consider a complaint made outside this period where there is a good reason for the delay and it remains possible to carry out a fair investigation.

WHO SHOULD I COMPLAIN TO?

Complaints should be addressed to:

Mr M Dawood
Practice Service and Development Manager
306 Medical Centre
306 Lordship Lane
London SE22 8LY

Telephone: 020 8693 4704

Email: SELICB.306medicalcentre@nhs.net

Alternatively, you may ask to speak to Mr Dawood or one of the Practice doctors about your concerns.

When making a complaint, it is helpful to provide as much information as possible, including:

- what happened;
- when it happened;
- who was involved, if known;
- how the matter affected you; and
- what you would like the Practice to do to resolve the matter.

You do not have to know the name of the person involved in order to make a complaint.

WHAT WE WILL DO

We will acknowledge your complaint and offer you an opportunity to discuss how your complaint will be handled, normally within **3 working days** of receiving it. NHS complaints guidance provides for acknowledgement within three working days.

The time required to investigate will depend on the nature and complexity of the complaint. We will agree an appropriate timescale with you where possible and keep you informed if there is likely to be a delay.

When investigating your complaint, we will aim to:

- establish what happened and what went wrong;
- review the relevant information and records;
- give you an opportunity to explain your concerns;
- speak to the staff involved where appropriate;
- provide you with a clear written response;
- apologise where this is appropriate;
- explain what we have found;
- identify any learning or improvements arising from the complaint; and
- take appropriate action where necessary.

Our investigation will be undertaken as objectively and fairly as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

You can make a complaint on behalf of another person.

However, we have a duty to protect patient confidentiality. We will therefore normally need the patient's consent before discussing confidential information with you.

Where you are making a complaint on behalf of another person, please provide their written consent where appropriate.

If the patient is unable to provide consent, for example because they lack capacity or are deceased, the Practice will consider whether the complaint can properly be made on their behalf and what information can appropriately be disclosed.

If you are unsure about this, please speak to the Practice Service and Development Manager.

IF YOU NEED HELP MAKING A COMPLAINT

You do not have to make a complaint on your own. You may ask a friend, relative, carer or representative to help you.

Independent NHS complaints advocacy services may also be able to help you understand the complaints process, prepare your complaint and, where appropriate, support you during meetings.

You can obtain information about NHS complaints advocacy through the NHS website or your local advocacy service.

IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

We hope that we will be able to resolve your concerns through our Practice complaints procedure.

If, however, you remain dissatisfied after the Practice has completed its investigation, you can contact the:

Parliamentary and Health Service Ombudsman (PHSO)

The PHSO is independent of the NHS and makes final decisions on unresolved complaints about NHS services in England. The service is free.

Telephone: 0345 015 4033

Website: [Parliamentary and Health Service Ombudsman](#)

MAKING A COMPLAINT TO THE COMMISSIONER

For complaints about NHS primary care services, including GP practices, patients may also contact the relevant **Integrated Care Board (ICB)**.

Clinical Commissioning Groups (CCGs) and Local Commissioning Boards are no longer the relevant commissioning bodies. ICBs are responsible for commissioning local primary care services, including GP services.

NHS England advises that you can complain either to the NHS service provider or to the commissioner. **You should not normally pursue the same complaint through both routes.**

NHS South East London Integrated Care Board

306 Medical Centre is located within the area covered by **NHS South East London Integrated Care Board**.

Patient Experience Team:

Telephone: 020 8176 5337

Email: contactus@selondonics.nhs.uk

Address:

NHS South East London ICB
160 Tooley Street
London
SE1 2TZ

Current NHS England information confirms these contact details for NHS SouthEast London ICB.

Further information can be obtained from the ICB website:

[NHS SouthEast London Integrated Care Board](#)

NHS ENGLAND

If you are unsure which organisation is responsible for handling your complaint, NHS England can provide information and assistance.

NHS England Customer Contact Centre

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

NHS England confirms that most local NHS services, including GP services, are commissioned by ICBs.

YOUR FEEDBACK MATTERS

Complaints and feedback help us identify areas where we can improve our services.

We will treat your complaint seriously, investigate it fairly and use learning from complaints to improve the quality and safety of the services we provide.

PRACTICE COMPLAINTS CONTACT

Mr M Dawood

Practice Service and Development Manager

306 Medical Centre

306 Lordship Lane

London SE22 8LY

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