



DRs McKENZIE, PLUMLEY, HASSAS, ALLEN, KIRKLAND, ROSE & HELM

PUTNEYMEAD GROUP MEDICAL PRACTICE
266 Upper Richmond Road, London SW15 6TQ

STUDENT MEDICAL CENTRE
Froebel College, Roehampton Lane, London SW15 5PJ

PRACTICE COMPLAINTS PROCEDURE **PATIENT INFORMATION LEAFLET**

If you have a complaint or concern about the service you have received from the Doctors, or any of the staff working in any of our surgeries, please let us know. We operate a complaints procedure as part of an NHS system for dealing with complaints, and our complaints 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 your 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 the most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem.

Complaints should ideally be written and addressed to the Practice Manager. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. The practice manager will explain the complaints procedure to you and 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 3 working days and devise a plan for investigation and completion.

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 with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not 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.

OTHER SUGGESTED SOURCES OF ADVOCACY

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. But this does not affect your right to approach other advocacy sources, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.



For further advice and help with complaints you can contact

NHS England

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net (in the subject line, please state: 'For the attention of the complaints team')

Website: <http://www.england.nhs.uk/>

You can also obtain advice and information from:

Independent Complaints Advocacy Service ICAS

Tel: 0845 337 3063

Fax 0845 337 3064

NHS Complaints Advocacy

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Fax: 0330 088 3762

Email: nhscomplaints@voiceability.org

Website: <http://nhscomplaintsadvocacy.org/>

We can assure you, neither your current nor any subsequent treatment will be adversely affected by the complaint you have made.

What if local resolution does not work?

If you are unhappy with the response to your complaint, you can ask the Health Service Ombudsman for England for an "Independent Review" of your case. You can contact the Ombudsman at:

The Health Service Ombudsman for England

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Textphone: 0300 061 4298

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Website: <http://www.ombudsman.org.uk/make-a-complaint/contact-us>

Please address your complaint to **The Practice Manager**.