

What you can do next

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

However this does not affect your right to approach the local Primary Care Trust if you feel you cannot raise your complaint with us *or* you are dissatisfied with the way we are dealing with your complaint.

You may also contact the Patient Advice and Liaison Service (**PALS**) who will advise you.

Telephone **0800 085 3182** (free phone), Mon-Fri
or email - pals@smpct.nhs.uk

The Independent Complaints Advocacy Service (**ICAS**) is also able to offer support to people with complaints about the NHS.

Telephone **0845 120 3784** or refer to www.pohwer.net for further information.

If in spite of our best efforts you remain dissatisfied you have the right to approach the Parliamentary Ombudsman their contact details follow:

The Parliamentary Ombudsman,

Millbank Tower, Millbank,
London SW1 4QP

www.ombudsman.org. Telephone **0845 015 4033**

Fax: **020 7217 4940**: Textphone **020 7217 4066**

GP CENTRE

**322 MALDEN ROAD,
CHEAM
SM3 8EP**

Telephone: 020 8644 0224

Comments, Complaints, Suggestions

Help us get it right

We constantly try to improve and maintain the service we offer. However sometimes we are unable to meet the expectations and demands of our patients.

Please let us know when you think we have done something well or if you have a Viable suggestion as to how we can do something better. All complaints and comments retrieved from the suggestions box situated in the main waiting room are recorded and reviewed as appropriate at GP Partner management meetings and other staff meetings.

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Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 formal complaint, you should do so, preferably in writing **as soon as possible** after the event – ideally within a matter of days or at most a few weeks, because this will enable us to establish what happened more easily. In any event this should be:

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

Complaints relating to difficulties arising from booking appointments may be resolved more readily if you ask to speak with the **Senior Receptionist on duty**. We would like to draw our patients' attention to the **Patient Charter** in this regard.

Our staff will be pleased to provide you with further information regarding how to progress your complaint. The procedure will be explained to you to make sure that your concerns are dealt with promptly.

For your convenience a **Complaint Form** is available from the Reception Office along with a **third party authority form** to enable a complaint to be made by someone other than the patient.

Judith Hartland will review all complaints received, and she will determine what action will be taken and ascertain the timeframe required to investigate and resolve your complaint. We request you make your complaint in **writing** to her giving as much detail as possible – including names of any staff members involved in the episode. Alternatively she will contact you by telephone. In her absence you will be contacted by her delegate.

What we shall do

Our complaints procedure is designed to make sure that we address any complaints as quickly as possible. We will acknowledge your complaint within 3 working days from the date it is received and we will contact you as to ascertain your concerns and what action you would like taken. We strive to respond with our findings within 10 working days, or agree a mutually acceptable timeframe for resolution with you. If the complaint is complex and protracted we will develop a complaint action plan with you.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- provide an opportunity for you to discuss the problem with those concerned
- make sure you receive an apology, where appropriate
- identify if there is anything we can do to mitigate a recurrence of the issue.

When our investigations and deliberations are complete, the outcome of your complaint will be determined and a final response will be sent to you.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical and personal confidentiality. If you wish to make a complaint and you are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with a third party acting on their behalf.

Where the patient is incapable of providing consent due to an illness or other incapacity may still be possible to deal with the complaint. We require precise details of the circumstances which preclude obtaining the patient's written consent in writing.

Our Assurance

Patients can be assured that their healthcare will not be compromised; nor will they or their family members incur any discrimination as a result of raising a complaint.

We will make every effort to settle your complaint to your satisfaction but where there are two versions of events or an allegation that cannot be corroborated we will record the episode as unproven.

THE GP CENTRE

322 MALDEN ROAD, NORTH CHEAM, SM3 8EP

020 8644 0224

COMPLAINT FORM

YOUR NAME

ADDRESS

NAME OF REGISTERED GP PRACTICE: **GP PRACTICE:**
 Longley & Jolley
 Brennan & Scott
 Leghari & Muktar

CONTACT Tel No Day:
Evening:

Nature of complaint **Date:**

- | | |
|--|--|
| <input type="checkbox"/> Attitude of staff | <input type="checkbox"/> Waiting time |
| <input type="checkbox"/> Premises | <input type="checkbox"/> Removal from list |
| <input type="checkbox"/> Appointments | <input type="checkbox"/> Prescribing |
| <input type="checkbox"/> Diagnosis/treatment | <input type="checkbox"/> Other |

Date of incident (if applicable):

Time of incident (if relevant):

CONFIDENTIALITY

If you are making a complaint on behalf of someone else **PLEASE ASK FOR A THIRD PARTY AUTHORITY FORM.** Written consent from the patient is required.

Please return this form to the Surgery marked for the attention of the Practice Business Manager.

Details of complaint (please use reverse to continue)

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An **acknowledgement** will be made within 3 working days of **receipt**. A leaflet explaining the complaints process and how your complaint will be handled is available from the main reception office.

