

MAKING A COMPLAINT

The Good Practice
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Communications Director
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The doctors and staff at this practice are committed to providing high quality healthcare and services to patients.

If you have a complaint or concern about the service you have received from the practice, please let us know by sending a letter to the above address or emailing our communications director.

We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria.

How to complain

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try and sort them out.

If you wish to make a complaint, please let us have details of your complaint as soon as possible so we can find out what happened.

You can ask for an appointment with Angela or Cameron in order to discuss your concerns. They will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It helps us if you can give us as full details as possible about your complaint

You need to make your complaint within 12 months of the incident that caused the problem OR within 12 months of discovering that you have a problem relating to a specific incident.

What we will do

We will contact you about your complaint within three working days and discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within that time frame, or a meeting with the people involved.

We will look into your complaint to:-

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like this
- Apologise where this is appropriate.
- Identify what we can do to make sure that the problem does not happen again.

Complaining on behalf of someone else

Medical records are protected by the data Protection Act 1998. If you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (i.e. due to illness) of providing this.

Getting help

The Independent Complaints Advocacy Service (ICAS) on 0300 456 2370 can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting. www.pohwer.net

If you prefer, you can phone or write to the complaints department at the Primary Care Trust. Their staff will aim try to sort out complaints and can make enquiries on your behalf.

If you are not satisfied

If you are not satisfied with the way we have dealt with your complaint, you can contact the Health Service Ombudsman on 0845 015 4033. The website is: www.ombudsman.org.uk

Remember:

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment