

We hope that if you have a problem you will use the 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 NHS England, if you feel you cannot raise your complaint with us. If this is the case you should contact:

NHS England
PO Box 16738
Redditch
B97 8PT

Tel: 0300 311 22 33

Email: England.contactus@nhs.net

If you are Dissatisfied with the Outcome

If you remain dissatisfied with the response you have the right to contact the Healthcare Ombudsman to request an independent review. Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033 (The Customer Helpline is open from 8:30am to 5:30pm, Monday to Friday)

Or text the 'call back' service on 07624 813 005

Website: www.ombudsman.org.uk

Independent support available



If you feel you require or would like support in making your complaint you can contact VoiceAbility Wandsworth who provide a free and independent NHS Complaints Advocacy Service.

Their dedicated website, www.nhscomplaintsadvocacy.org has a wide range of information to support you to make an NHS complaint by yourself, including self-help information in Easy Read and large print versions.

Voiceability advocates can also work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

You can ask for an advocate to assist you at any point in your complaint. If you would like an advocate to work with you can contact their dedicated NHS Complaints Advocacy service on:

Tel: 0300 330 5454

Or text on 0786 002 2939

Or email nhscomplaints@voiceability.org

Chatfield
 health care 

Chatfield Medical Centre
Chatfield Road
London SW11 3UJ
Tel: 020 3764 0822
Fax: 020 7978 4550

www.chatfieldhealthcare.org

Complaints Procedure

Patient Information Leaflet

Also see separate
Complaints Form
available from Reception

How to make a complaint

If you have a 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. All complaints will be taken seriously.

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned and this may be the approach you try first. Otherwise, you may wish to discuss your concerns with our Practice Manager who will be more than happy to meet with you.

Where you are not able to resolve your problem in this way and wish to make a formal complaint we encourage you to do so **in writing** as soon as possible - ideally within a few days or at the most a few weeks - as this will help 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 12 months of the incident that caused the problem, or;
- Within 12 months of discovering that you have a problem

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the section in this leaflet.

We can provide you with a separate complaints form to register your complaint and this includes a third-party consent form to enable a complaint to be made by someone else. Please ask at reception, who will be happy to provide this for you. You can do this in your own format if you wish, but this should cover all the key details you will find on our form.

Please send your written complaint to Renata Johnstone, Practice Manager

What we do next

We aim to respond, promptly, fully and honestly to your complaint as soon as possible. During this time we will ensure that the care and/or treatment that you receive at this practice is not compromised or adversely affected.

We will acknowledge your complaint within 3 working days and aim to have looked into the matter within 10 working days of the date when you raised this with us. You may then receive a formal reply and explanation in writing, or you may be invited to a meeting with the people involved to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When we look into your complaint we will 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 to do this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can learn from this and what we need to do to make sure the problem doesn't happen again.

If your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When the investigations are complete your complaint will be determined and a final response sent to you. The final response letter will include how the investigation was conducted, the conclusions reached and any remedial action taken, as well as your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep strictly to the rules of medical and personal confidentiality. If you wish to make a complaint and 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 have their permission to deal with the full details of the complaint with someone else.

Please ask at reception for the Complaints Form which contains a third-party consent form for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or an accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party, and this depends on the wording of the authority provided.

The Practice Complaints Manager is:
Renata Johnstone