

COMPLAINING ON BEHALF OF SOMEONE

Please note that East Croydon Medical Centre and Edridge Road Community Health Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have his or her permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The Practice Management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact NHS England:

NHS England, PO Box 16738, Redditch, B97 9PT

england.contactus@nhs.net – FAO The Complaints Manager

0300 311 22 33 (free phone) – Mon to Fri 8am to 3pm

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

www.cqc.org.uk

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on:

www.pohwer.net/our-services/nhs-complaints-advocacy

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The address is:

The Parliamentary and Health Services Ombudsman
Millbank Tower

Millbank, London

SW1P 4QP

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

East Croydon Medical Centre &
Edridge Road Community Health Centre

Complaints & Comments Leaflet

Let the practice know your views!

PARTNERS

Dr D W K McCrea

Dr S Shaikh

Dr P Rybinski

Operations Manager

Farhat Qasim

Patient Services Manager

Huw James

Please take a copy

(revised April 2022)

LET THE PRACTICE KNOW YOUR VIEWS

East Croydon Medical Centre and Edridge Road Community Health Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 30 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Patients Services Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days.

In the event of a Practice staff member being advised that a patient wishes to make a complaint, the patient should be passed a copy of the current Practice Complaints and Comments Patient Information Leaflet.

The patient should be asked if they intend to complete the form in this leaflet there and then, or do they intend to complete it later.

If they intend to complete it later, the Practice staff member should provide them with an envelope.

If they intend to complete it there and then, the Practice staff member asks if they require assistance in completing it – if so, Patient Services Team Manager, should be contacted to provide such assistance.

Whichever option is chosen, the patient will be assured that their complaint will be acknowledged within 3 working days from receipt of the form.

This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

HOW TO COMPLAIN (continued)

Patients can make a complaint via:

- Email: swlicb.ecmcandedridge.complaints@nhs.net
- Telephone (ECMC): 020 3657 4170
- Telephone (ERCHC): 020 3040 0800

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem **OR**
- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will investigate and respond within 45 working days.

However, at any time during the "relevant period", the Practice Complaints Manager or Responsible Person has the discretion to liaise with the complainant to extend this timeframe to a mutually agreeable date, provided it is still possible to carry out a full and proper investigation of the complaint effectively and fairly.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again