

## LET THE PRACTICE KNOW YOUR VIEWS

BATTERSEA FIELDS PRACTICE 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 20 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.

## NHS COMPLAINTS ADVOCACY & 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. They can be contacted in the following ways:

Phone: 03003305454

<http://nhscomplaintsadvocacy.org>

### 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.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk>

BATTERSEA FIELDS PRACTICE

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr J Ellingham

Dr M Rickford

Dr L Peck

Dr Sara Morgenstern

Dr D Finch

Ms Isata Fullah

Business and Development Manager  
(Practice Complaints Manager)

**Please Take a Copy**

*(Revised 7/08/2023)*

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### **TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET OR VIA THE WEBSITE**

#### [Feedback & Complaints | Battersea Fields Practice](#)

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## 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 Mr Karim Marotana, Deputy Practice Manager, who will try to resolve the issue and offer you further advise 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. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. Our Complaints Manager is Ms Isata Fullah.

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 receipt of your complaint within three working days.

The Practice will offer a to meet with you, or to discuss by telephone if you prefer, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

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.

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_