

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this should be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably via email or **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of the subject of the complaint coming to your notice

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.

Your complaint can be sent via email to valleyroad@nhs.net addressed to Kemi Olayiwola (Business Manager) or

Send your written complaint to:

Kemi Olayiwola, Business Manager

Valley Road Surgery, 139 Valley Road

Streatham, SW16 2XT

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 14 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned 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 looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where 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.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict 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 can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or 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 direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If you are Dissatisfied with the Outcome

There to help are:

The Independent Complaints Advocacy Service (ICAS)

Tel: 0845 337 3063

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at Lambeth CCG provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

PALS: 0800 456 1517

If you have already made a complaint to the **Practice or the CCG** and you are not happy with the outcome, you have the right to approach the Ombudsman.

Contact Details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank

London SW1 4QP

Tel No: 0345 0154033

Website: www.ombudsman.org.uk

We are always keen to receive feedback from our patients, about the Practice and the services we offer.

Please let us know what you think!

Is there anything we do really well? Is there anything we could improve?

You can fill in our online comments form at www.valleyroadsurgery.co.uk

You can ask at reception to register to join our patient focus group

or

You can ask to speak our Manager,

Kemi Olayiwola

**VALLEY ROAD SURGERY
139 VALLEY ROAD
STREATHAM
SW16 2XT**

020 8769 2566

Complaints Procedure

The Practice Complaints Manager

is: Kemi Olayiwola