

**Upper Norwood Group Practice
Chaucer House, 130 Church Road
Upper Norwood, London
SE19 2NT
Tel: 020 8771 6050**

PATIENT COMPLAINTS PROCEDURE

Upper Norwood Group Practice complaints procedure

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in the practice, we operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly between patient and Upper Norwood Group Practice staff at the time they arise.

If your problem cannot be sorted out between the parties concerned at that time, then please make the complaint, ideally in written form, as soon as possible while the incident is fresh in your mind. Please give as much detail as you can. The following information is essential: your name, date, time, person/department involved and details of the incident and if anyone witnessed the incident. Details of your complaint must be:

- ♦ within 12 months of the incident that caused the problem; or
- ♦ within 12 months of discovering that you have a problem.

Complaints should be addressed to Rani Sundaram (Practice Manager) or any of the Doctors. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

What we shall do

We shall acknowledge your complaint within **three working days** and aim to have investigated your complaint within **ten working days** of the date when you raised it with us. We shall then be in a position to offer you an explanation in writing or arrange a meeting with the people involved. Meetings will be chaired by the Practice Manager and if you wish, you can bring a family member or friend. After internal investigation of your complaint, we shall 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 this;
- ♦ identify what we can do to make sure the problem doesn't happen again;
- ♦ improve the working methods /procedures of the practice;
- ♦ resolve the complaint to the full satisfaction of the patient.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. 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 (because of illness) of providing this.

Taking your complaint further

If the problem cannot be resolved using the practice complaints procedure or if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you can contact:

NHS England, PO Box 16738, Redditch, B97 9PT
NHS Complaints Advocacy, Voice Ability, Mount Pleasant House, Huntingdon Road, Cambridge CB3 0RN

You can also contact the CQC (Care Quality Commissioning) www.cqc.org.uk
Tel: 03000 616161

The Ombudsman can be contacted at:

www.ombudsman.org.uk

Complaints helpline – 0345 015 4033 (Mon-Fri 8.30 am-5.30 pm) Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

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

London ICAS can be contacted at:

Merton Citizens Advice Bureaux Limited
7 Crown Parade
Crown Lane
Morden
Surrey
SM4 5DA

Tel: 020 8715 5545 Fax: 020 8715 0550 www.mertoncab.org.uk

Reviewed May 2022. Next Review May 2023