

St Mary Cray Practice - Complaints Procedure

At St Mary Cray Practice, we value your feedback and aim to resolve any concerns as quickly and efficiently as possible. If you are dissatisfied with the care or service you have received, please follow the steps outlined below to make a formal complaint.

Making a Complaint

1. Informal Resolution: Most problems can be resolved quickly and easily, often by addressing the issue directly with the person concerned. If you are able to resolve the matter in this way, it may save time and effort.

2. Formal Complaint: If you are unable to resolve your issue informally or prefer to make a formal complaint, please submit your complaint in writing. Ideally, this should be done as soon as possible after the event, and within 12 months of the incident. Providing as much detail as possible helps us understand what happened.

If you wish to complain on behalf of someone else, please note that we require written authority from the patient to do so. A third-party authority form is available at reception.

How to Submit Your Complaint:

- In writing: Please send your complaint to:

Sarah Robinson
Practice Manager
St Mary Cray Practice
322 High Street, St Mary Cray,
Orpington, BR5 4AR

- You can also request a complaints form at reception, including a third-party authority form, to make a complaint on behalf of another patient.

What Happens Next?

1. Acknowledgment: We will acknowledge receipt of your complaint within 3 working days.
 2. Investigation: We aim to investigate the matter within 30 working days. If this timeline needs to be extended, we will keep you informed throughout the process.
 3. Response: After the investigation, you will either receive a formal reply in writing or be invited to meet with the person(s) concerned to discuss the issue. We aim to resolve the complaint at the earliest stage possible.
 4. Final Response: Once the investigation is complete, we will send a final response detailing the outcome of your complaint. This will include any steps taken to address the issue and any actions we are taking to prevent it from happening again. If your complaint involves more than one organisation, we will coordinate with them to provide a unified response.
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Complaining on Behalf of Someone Else

If you wish to make a complaint on behalf of someone else (e.g., a family member), we will require their written consent to do so. This ensures compliance with confidentiality rules.

- Written Consent: Please ask for the Complaints Form at reception, which includes the authority for the patient to sign.
- If the patient is unable to provide consent due to illness or accident, please provide the necessary details in your covering letter to explain the situation.

We are unable to discuss any issues regarding another patient without their written consent unless the patient is unable to provide consent due to specific circumstances (e.g., incapacity).

Further Steps if You Remain Dissatisfied

If you are not satisfied with the outcome of your complaint, you have the right to escalate the matter:

- NHS England: You can contact NHS England for further assistance.
NHS England Address:
Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
Phone: 0345 015 4033
- PALS (Patient Advice and Liaison Service): If you need further support or guidance, you can approach PALS for help. They provide confidential advice and support, assisting you in resolving concerns with NHS services.

PALS Contact: The Patient Advice and Liaison Service is based at The Princess Royal University Hospital. They can guide you through the different services available from the NHS.

Our Commitment to Resolving Complaints

We take complaints seriously and aim to resolve them promptly. When investigating a complaint, we focus on understanding what happened, why it happened, and what can be done to improve the service we provide. We also make sure to keep you informed throughout the process.

If you have any questions or need assistance with submitting a complaint, please don't hesitate to contact Sarah Robinson, our Practice Manager.