

INDEPENDENT HEALTH COMPLAINTS ADVOCACY

Independent Health Complaints Advocacy in Bromley is provided by The Advocacy People. This service supports people who wish to make a complaint about the service they have received from NHS providers.

Telephone: 0300 3435 728

Email: info@theadvocypeople.org.uk

Website: Independent Health Complaints Advocacy

OMBUDSMAN

If you are not happy with the response from us, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

Telephone: 0345 015 4033

Text: Send 'call back' with your name and mobile number to 07624 813 005

Website www.ombudsman.org.uk

Post:

NHS Ombudsman
Millbank Tower,
London, SW1P 4QP

THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by Family Surgery, then you can contact the Care Quality Commission on:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Family Surgery

Phone: 01689 850231

Website: www.thefamilysurgery.nhs.uk

Email: selicb.familysurgery@nhs.net

Please address complaints for the attention of the Practice Manager

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Complaints & Comments Leaflet

Please Take a Copy

Reviewed March 2025

LET US KNOW YOUR VIEWS

Family Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, we need 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 our patients can we continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS SECTION BELOW

- Could you easily get through on the telephone?

- Did you get an appointment with the practitioner you wanted to see?

- Were our staff helpful and courteous?

- Is there any way we could improve our service?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from us, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints.

If you make a complaint, it is practice policy to ensure you are not discriminated against or disadvantaged in any way.

HOW TO COMPLAIN

If possible, please discuss any problems with a member of the Practice team at the time they arise. If you feel that a problem cannot be dealt with in this way, please contact the Practice Manager who will try to resolve the issue and offer you further advice on our complaints procedure (Contact details for the practice can be found on the back page of this leaflet).

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 of discovering that you have a problem (provided this is within the 12 months)

The practice will acknowledge your complaint within 3 working days and aim to have investigated your complaint within 40 working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice investigates 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 we can do to make sure the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Family Surgery 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 their 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

We 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 directly, you can contact:

NHS SOUTH EAST LONDON INTEGRATED CARE BOARD

Primary Care Services are commissioned by NHS England Area Teams. You can make a complaint about Primary Care Services in Bromley to the Commissioner by contacting:

Telephone: 0800 328 9712

Email:

contactus@selondonics.nhs.uk

Website: www.selondonics.org/icb/contact-us

Please provide as much information about your complaint as possible.