**THAMESMEAD MEDICAL ASSOCIATES**

# PATIENT COMPLAINTS PROCEDURE

**Introduction:**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS wide system for dealing with complaints. Our system meets the national criteria.

# How to complain:

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally on the day. This is because the sooner we know about a problem; the easier it will be for us to establish what happened. In any event, please let us have details of your complaint: Within 12 months of the incident that caused the problem, or within 12 months of discovering that you have a problem, providing this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. It will be a great help if you are as specific as possible about your complaint.

However, if you feel too uncomfortable to complain to the Practice Manager directly then you can make a complaint to the commissioner of the services instead. NHS England is responsible for commissioning services at this Practice and you should contact them if you wish to complain about any of the services we offer. You can write to **NHS England, PO Box 16738, Redditch B97 9PT**.

# What we will do:

We will acknowledge your complaint within 3 working days and aim to have looked into 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, or a meeting with the people involved. When we look into your complaint, we shall find out what happened and what went wrong. We will make it possible 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 doesn't happen again.

# 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 have to know that you have his or her permission to do so. A consent signed by the person concerned will be needed to authorize you to complain on their behalf.

# Written complaints should be sent to:

The Practice Manager

Thamesmead Medical Associates Gallions Reach Health Centre Bentham Road

London SE28 8BE

# Verbal complaints:

Should you wish to make a verbal complaint, you are welcome to speak to any member of staff who will be happy to help resolve the matter promptly. Alternatively, you are welcome to speak to either of our two reception supervisors.

You can also call the Practice on 020 8333 5000.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If for any reason you feel that the practice complaints procedure has not resolved your problem, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 03450154033, via email phso.enquiries@ombudsman.org.uk , fax 0300 031 4000 or via post Milbank Tower, Milbank, London SW1P 4QP. Further information about the ombudsman is available at  [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)