

BLACKFRIARS MEDICAL PRACTICE

45 Colombo Street, London, SE1 8EE

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, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

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, within a matter of days or at most a few weeks as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint.

- Within 3 months of the incident that caused the problem or
- At the latest within 12 months of discovering that you have a problem.

Complaints should be addressed to Practice Manager, Blackfriars Medical Practice, 45 Colombo Street, London SE1 8EE Tel: 0207 928 6216.

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 looked into your complaint within twenty working days of the date when you raised it with us. Sometimes issues are complex to complete the investigation within these timescales but we will inform you of any delays. 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 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
- 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 their permission to do so. We will need written confirmation signed by the person concerned unless they are incapable of providing this e.g. because of illness.

Tel: 020 7928 6216 Fax: 020 7928 7958

**Email: souccg.blackfriars@nhs.net
www.blackfriarsmedicalpractice.nhs.uk**

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NHS England

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 you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, we work with Southwark CCG, who are contactable at:

160 Tooley Street, London, SE1 2TZ. Tel: 0207 525 0400

They can also assist with complaints about any other local health service –

Email: NELCSU.SEcomplaints@nhs.net or telephone 0800 456 1517 to speak with someone from the Southwark PALS (Patient Advice & Liaison Service)

If you have a comment or complaint about a GP, dentist, pharmacy or optician, you can contact NHS England – Via email at:

england.contactus@nhs.net

or Tel: 0300 311 22 33 for further advice.

Changes from 1 April 2017 - If you need independent support in making a complaint about an NHS service, contact POhWER who provide a free service that can help you to make an NHS complaint.

Visit the POhWER website here: <https://www.pohwer.net/>

Tel: 0300 456 2370

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Skype: pohwer.advocacy

Fax: 0300 456 2365

Post: PO Box 14043, Birmingham, B6 9BL

Health Services Ombudsman – Their role in complaints about the NHS

The Health Services Ombudsman is responsible for carrying out the second stage of the NHS complaints process. They can review complaints that have been handled and answered through the local resolution stage. When someone is still unhappy with the outcome of their complaint they can ask the Ombudsman to carry out an independent review.

All complaints that come to them for review should have already been through the local NHS complaints process, which means that issues have been considered and answered by the original service provider. A letter covering the concerns raised will usually have been sent to the complainant by the relevant NHS chief executive.

Contact:

Website: www.ombudsman.org.uk

Email: Phso.enquires@ombudsman.org.uk

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

Phone Helpline: 0345 015 4033 (8:30am-5:30pm Monday to Friday)

Tel: 020 7928 6216 Fax: 020 7928 7958

Email: souccg.blackfriars@nhs.net

www.blackfriarsmedicalpractice.nhs.uk

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COMPLAINT FORM

Complainant's Details

Name:

Address:

Email:

Patient's Details (if different from above)

Name:

Address:

Date of Birth:

Details of complaint (including date(s) of events and persons involved)

Complainant's signature:

Date:

Please use other side if needed

Tel: 020 7928 6216 Fax: 020 7928 7958

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**If you are making a complaint on behalf of someone else,
please obtain consent as below...**

Where the complainant is not the patient:

I, hereby authorise the
complaint set out overleaf to be made on my behalf
by..... and I agree that the practice may
disclose to that individual (only in so far as is necessary to answer
the complaint) confidential information about me which I have
provided to them.

Patient's signature:

Date:

Name and Address:

Tel: 020 7928 6216 Fax: 020 7928 7958

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