

Taking your complaint further?

At any stage of your complaint or if the practice has not been able to resolve your complaint, you can seek independent advice from the Patient Advice and Liaison Service (PALS).

If PALS are not able to help you resolve your complaint locally and you wish to take your complaint to the next stage you should contact The Healthcare Commission, an independent review body for complaints in the NHS.

Our commitment to you

- We will always treat your complaint seriously and with respect and sensitivity.
- If you are making a complaint or have made a complaint in the past, this will not affect your medical care or the way you are treated in any way. Complaints are not recorded in your medical notes.
- We will always try to resolve your complaint as quickly and efficiently as possible.

Your information

We keep details of any complaints on files for the purposes of monitoring quality. The practice holds an annual complaints review and the information is used to make improvements to our systems and services. We are obliged to report back annually to the PCT the number and the nature of complaints we received each year, however this data is completely anonymised.

In-house complaints procedure

All complaints should be addressed to:

Mrs Carol McPaul Practice Manager

Telephone: 0203 049 7444
Write to: Drs Holden Marrinan, O'Connor & Baxter
Surrey Docks Health Centre

Downtown Road
London SE16 6NP

Patient Advice & Liaison Service (PALS) For independent advice

Telephone Freephone 0800 5877170
E-mail pals@southwarkpct.nhs.uk
Write to: PALS
Dulwich Hospital
East Dulwich Grove
London SE22 8PT

Healthcare Commission

If your complaint cannot be resolved locally

Telephone 0845 601 3012
E-mail complaints@healthcarecommission.org.uk
Website www.healthcarecommission.org.uk
Write to: Healthcare Commission
FREEPOST NAT 18958
Complaints Investigation Team
Manchester M1 9XZ

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Making a Complaint

PATIENT INFORMATION LEAFLET



Drs Holden, Marrinan, O'Connor & Baxter

www.surreydockshc.co.uk

Welcome

Welcome to the Surrey Docks Health Centre and to the Practice of Dr Holden, Dr Marrinan, Dr O'Connor and Dr Baxter.

If you are reading this leaflet you may be thinking about making a complaint about some aspect of the service you have received from this practice, or you may have some suggestion as to how things could be improved.

This practice welcomes the feedback it receives from its patients and uses this as a way to make improvements to the way of working and the services it provides.

The practice operates an in-house complaints procedure which is managed by the Practice Manager, Mrs Carol McPaul.

How can I make a complaint?

If you have a problem or concern with our practice, there are several ways you can let us know.

- The practice manager is generally around during office hours to discuss any issues you may have at the time. If the practice manager is not available for any reason, you can leave a message at reception and she will try to contact you at the earliest opportunity.
- You can contact the practice manager by telephone during office hours. If the practice manager is not available at the time you call, you can leave a message at reception

and you will be contacted at the earliest opportunity.

- You can arrange an appointment time with the practice manager to discuss your complaint in person.
- You can write to the practice. Letters of complaint should be addressed to the practice manager.

Your complaint

It is very important that when you are making a complaint, you provide us with as much detail as possible, such as the date, the time, who was involved, what was said and any other information that will help us to investigate.

The practice manager will investigate your complaint by means of discussion with other members of the team, and by auditing the computer system where necessary. In some cases, the practice manager will contact you to try and obtain more details.

If your complaint is of a clinical nature, or involves a specific doctor or nurse, that person may respond to you directly.

If necessary, we may seek advice from a legal advisor.

If you are complaining on behalf of another person, even if it is someone closely related to you, you will need to obtain their written consent, in order for us to discuss any details with you. The medical profession is bound by very strict patient confidentiality rules. The only exception to this would be for younger children.

Patients under the age of 16 who wish to complain, should be represented by a parent or legal guardian.

Our response to your complaint

We will endeavour to respond to your complaint within 2 working days of receipt. If we are not able to investigate your complaint within that time, we will send you an acknowledgement that your complaint has been received and is being investigated.

We will endeavour to send you a full response to your complaint within 20 working days of receipt.

If your complaint is more complicated and we need to seek further advice we may not be able to send you a full response within 20 days, however if this is the case, we will write to you at regular intervals to update you on the progress until we can provide you with a full response.

We will always investigate your complaint fully and provide you with as detailed a response as possible.

The next step

We hope that we would be able to resolve your complaint at this stage. However, if you are still not happy with our response, you can contact us again.

If we can, we will make further investigation and if appropriate we may invite you to come to the practice so that we can discuss the matter in more detail.

If we are not able to make any further investigation, we will write to you and let you know.