



Person responsible for review of this protocol: Hanisha Mountford

Date of last review: 21/7/20

Date of next review: 21/7/21

Complaints Policy

INTRODUCTION

At Streatham Park Surgery our aim is to provide the highest level of care for all our patients. However we do appreciate that there will be times when you are unhappy about the services you have received.

We hope that most issues can be resolved without you having to make a formal complaint, try having an informal chat with your doctor or a member of staff first. A formal complaint takes time and minor issues are resolved quicker if you just speak to a person on site. For example, if you have problems booking a GP appointment speak to the practice manager (Hanisha Mountford) about it.

However, if this doesn't solve your problem, or even if it does but you would still like to make a formal complaint, you should follow the SPS complaints procedure below.

SPS Complaint's Procedure

Verbal or Written Complaints WELCOME!

Any complaint you wish to make can be accepted either verbally or in writing and should, preferably, in either case, be addressed to the Complaints Manager, Hanisha Mountford.

Some complaints may be easier to explain in writing but please give as much information as you can to help us with our investigation into your complaint.

If you need help or advice in making your complaint, you can contact **NHS Advocacy on 0300 330 5454**.

TIMING!

It is important to bring your concerns to our attention as soon as possible, ideally within a matter of days or at most, a few weeks. This will enable us to investigate, what happened, more easily as it will still be fresh in people's minds. However, if this is not possible, please let us know:

- Within 12 months of the incident which caused the problem or concern
- within 12 months of discovering that you have a concern

You can request a face to face or telephone appointment with the Practice Manager, Hanisha Mountford, in order to discuss your concerns.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Medical records are protected by the Data protection Act 1998. We abide by the strict rules of confidentiality, therefore if you are complaining on behalf of someone else, you will need to have their permission to do so, in writing. A note signed by the person concerned, will be sufficient, unless they are incapable (because of illness) to do this. However, we will need proof of their incapacity.

The patient will be kept informed of the complaints process unless they are incapable, as above.

WHAT WILL HAPPEN

® 3 working days– Acknowledgement of Complaint

Whether your complaint is in writing or verbally you can expect to receive an acknowledgement within 3 working days. However, if your complaint is verbal, you will also receive a factual statement of what

is perceived to be the complaint.

® 7 working days– Draw up a Complaints Plan

In all circumstances, there will need to be a dialogue between the complainant and the Complaints Manager in order to agree a COMPLAINT PLAN. The key features of the plan are there is agreement:

- **As to what the issues are**
- **The outcome expected by the complainant—apology, explanation, reassurance**
- **The timescale for addressing the issue**
- **The timescale for the response by the Practice**
- **Feedback from the practice to the complainant following the investigation according to the Complaints Plan — meeting Telephone call or letter**

® 28 days– Investigation into complaint

Any complaint that you make will be investigated in accordance with your COMPLAINT PLAN as will your response.

You will receive a written report, from the Complaints Manager as to the outcome of the investigations and where appropriate, the steps taken to ensure that the situation does not recur.

At this stage you will be given the opportunity to meet with the complaints manager, if you are unhappy about any aspect of the investigation or outcome.

–
® We Value your Feedback!

After your complaint has been resolved we would like you to complete an evaluation form reflecting on you experience with our complaints procedure.

WHAT IF I AM NOT SATISFIED

We sincerely hope that any complaint you have about the Practice can be resolved by us. However, we acknowledge that not all situations can be resolved within the Practice but it is, nevertheless, it is a good starting point.

We also acknowledge that there may be times when you feel that approaching the Practice is inappropriate or you may not be happy with the results of the complaints procedure, the explanation or

the outcome.

You therefore have the right to complain to the **NHS England**, who provide a confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the services available for the NHS.

Complaining to NHS England

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

- **By post to:**

NHS England
PO Box 16738
Redditch
B97 9PT

- **By email to:** england.contactus@nhs.net

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

- **By telephone: 0300 311 22 33**

Our opening hours are: 9am to 5pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.