

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is: Hannah Metcalfe (Practice Business Development Manager) & Jenny Thompson (Clinical Manager).
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to: Hannah Metcalfe or Jenny Thompson immediately. If Hannah Metcalfe or Jenny Thompson are not available at the time, then the patient will be told when they will be able to talk to either of the above and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass it onto either Hannah Metcalfe or Jenny Thompson. The patient will be invited to submit a formal written complaint, outlining their concerns.
3. If the patient complains in writing or by e-mail, it will be passed on immediately to: Hannah Metcalfe or Jenny Thompson.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the Clinical Manager, Jenny Thompson, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to one of the following:

NHS Advocacy Complaints Co ordinator, Advocacy for All, Unit 1, 241 Main Road, Sidcup, Kent, DA14 6QS
Tel: 0845 832 0034 E-mail: bexleyrhscomplaints@advocacyforall.org.uk

NHS England - South London Area Team, PO Box 16738, Redditch, B97 9PT
Tel: 03003 112 233 E-mail: england.contactus@nhs.net

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP
Tel: 0345 015 4033 E-mail: phso.enquires@ombudsman.org.uk