

**(CQC Outcome 16, Regulation 10)**

# **Tooting South Medical Centre**

## **Practice Complaints Procedure**

Author:	
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Practice Name:	<b>Tooting South Medical Centre</b>
Practice Address:	22 Otterburn Street, Tooting London SW17 9HQ

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## **1. Introduction**

Tooting South Medical Centre will always try to deliver the best service possible for patients; however there may be times when you feel that this has not happened. We operate a Practice Complaints Procedure as part of a NHS wide system for dealing with complaints which also meets the national criteria.

Patients and carers can access information about our Complaints Procedure from the practice reception, on the practice website or by reading the practice leaflet.

We aim to investigate and explain to you the reason for the problem you may have experienced.

## **2. 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 6 months of the incident that caused the problem; or

Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

### **Complaints should be addressed in writing to:**

The Deputy Practice Manager, Mrs. Narjis Chohan Tooting South Medical Centre 22 Otterburn Street SW17 9HQ.

It would be helpful you are as specific as possible about your complaint.

The practice will support patients with language of communication needs in order to access the complaints process. Please contact the practice if you require support.

### **3. What we will do:**

We will acknowledge your complaint within two 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.
- 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.

### **4. Complaining on behalf of someone else:**

Please note that we operate a strict confidentiality process, therefore if you are complaining on behalf of someone else, it is essential that you have written and signed consent by the person concerned to authorise you to complain on their behalf unless they are medically incapable of providing written consent.

### **5. PALS (Patient Advice and Liaison Service) and Ombudsman.**

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, then you can contact the local PALS (Patient Advice and Liaison Service).

#### **The contact details for PALS are:**

NHS Wandsworth  
Watershed House  
Adelaide Road  
SW18 1DA  
Telephone: 0208 871 5189

If you remain dissatisfied you can write to the Ombudsman who can be contacted at:

Parliamentary and Health Service Ombudsman's  
Millbank Tower  
Millbank

London SW1P 4QP  
Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Fax: 0300 061 4000