

If you are Dissatisfied with the Outcome

If you have not been able to resolve the complaint satisfactorily with us may you refer the matter as follows:

The contact details are:

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QQ

Telephone: 0345 015 4033

Fax: 0300 061 4000

Email: enquiries@ombudsman.org.uk

For further information is available at:
www.ombudsman.org.uk

The Practice Complaints Managers are:

1. Arleta Morgiel
Practice Manager

WANDSWORTH MEDICAL CENTRE

90-92 Garratt Lane
Wandsworth
London
SW18 4DD

Telephone 0203 006 2741
Email: wmcreceptionteam@nhs.net

Wandsworth Medical Centre

Complaints Procedure A Guide for Patients

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve the complaint in this way and you wish to make a formal complaint you should do so, in writing, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event this should be:

- ⇒ Within 12 months of the incident
- ⇒ Or within 12 months of you discovering a problem, giving as much detail as you can

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority (see the separate section in this leaflet)

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing it covers all the necessary aspects.

Send your written complaints to:

The Practice Manager
Wandsworth Medical Centre
Wandsworth
London
SW18 4DD

Or visit our website to submit your feedback:

www.wandsworthmedicalcentre.co.uk

What We Do Next

We look to settle complaints as soon as possible.

We will send an acknowledgement of receipt within two working days, and aim to have looked into the matter within twenty working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from it, and make it possible for you to discuss the issue with those involved if deemed appropriate.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation, where possible, in an attempt to provide a coordinated reply. This may not be possible in all circumstances and we may need your consent to do this. Where your complaint has initially been sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about this.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign and enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness, accident or age it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their expressed permission, which must be in writing, unless the above circumstances apply.

We may still need to correspond directly with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.