

Merton Medical Practice



Complaint Procedure Protocol

Help us get it right

We constantly try to improve the service we Offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Address: 12- 17 Abbey Parade,
Merton High Street
South Wimbledon
London SW19 1DG

Telephone: 0208 545 9620

Fax: 0208 545 9621

Email: MERCCG.mertonmedical@nhs.net

Website: www.mertonmedical.com

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide

Making a Complaint

If you have any complaints or concerns about the service that you have received from the Doctors or staff working for this Practice, please let us know.

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 sort out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally within a matter of days of at most a few weeks because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that cause the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In Person – ask to speak to our Practice Manager

In writing – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the Practice for the attention of the Practice Manager as soon as possible.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quick as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint as soon as it is reasonably possible. 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 aim to:

- 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 appropriate
- Identify what we can do to make sure the problem does not happen again

At the end of the investigation your complaint will be discussed with you in details, either in person or in writing

Complaint on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach the Patients Advice & Liaison Service (PALS) on 0300 311 2233 if you feel you cannot raise your complaint with us or if you are dissatisfied with the way we are dealing with your complaint.

If you remain dissatisfied with the response to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Health Service Ombudsman will carry out an independent investigation of your complaint. You can contact them on 0345 0154 033 or by visiting their website www.ombudsman.org.uk

Merton Medical Practice is a primary care service. For details of primary medical services in the area please contact: **NHS Merton CCG**, 120 The Broadway, Wimbledon, London, SW19 1RH, Phone: 020 8812 7600