

Merton Medical Practice



Complaint Procedure Protocol

Help us get it right

We are always striving to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions on how we can improve.

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

Telephone: 0208 545 9620

Email: swlicb.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

There are two ways you can complain about NHS services:

1. Directly with the NHS service provider (e.g. your GP surgery),
or
2. Directly to the Commissioner of the service (e.g. South West London Integrated Care Board (SWLICB):
 - o Telephone 0800 026 6082
 - o Email contactus@swlondon.nhs.uk
 - o Postal address: NHS South West London, 120 the Broadway, Wimbledon, London SW19 1RH

<https://www.england.nhs.uk/contact-us/feedback-and-complaints/complaint/>

You cannot complain to both.

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 solved 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 or a few weeks at most, so that we can establish what happened more easily. If it is not possible to

do that, please let us have details of your complaint:

- Within 12 months of the incident that cause the problem; or
- Within 12 months of discovering that you have a problem.

The Practice Manager is available to address any complaints you may have. She will guide you through the procedure and ensure your concerns are handled swiftly.

You can submit your complaint in person or over the phone— leave your contact details with a brief information on the matter and the Practice Manager will contact you within 3 working days from the day you have made contact.

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 quickly as possible.

We will acknowledge your complaint within three working days and aim to address your concern as soon as reasonably possible. We will then be able to offer you an explanation or arrange 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 detail, either over the phone, in person or in writing.

Complaint on behalf of someone else

Please note that we adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have their 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.

If you are unhappy with the local resolution from either your GP surgery, or the Commissioner, you can complain to the Parliamentary and Health Services Ombudsman (PHSO) NHS complaints in England

You can contact them on 0345 0154 033 or www.ombudsman.org.uk

Merton Medical Practice is a primary care service. For details of primary medical services in the area please contact: SWLICB, 120 The Broadway, Wimbledon, London, SW19 1RH