

## VESTA ROAD SURGERY THE COMPLAINT PROCEDURE

We regularly review and seek new opportunities to consult and engage with patients to ensure that the methods used remain effective and provide reliable and representative results; therefore, we highly encourage and welcome feedback in order to efficiently improve quality of services provided to our patients.

We also make sure that your registration, care, treatment, or support will not be affected by any complaint or feedback stated appropriately.

### **How to Complain:**

Complaints are accepted via e-mail, hand-written, phone call, or in-person with relevant information. (Example: Name of Patient/NHS Number, Precise/ Elaborated Incident, Date of Incident, Time of Incident, Name of Complainant, and Name of Complainee, if relevant).

Note: If you are making a complaint on behalf of someone else, please mention in your complaint that you have permission to do so in order to ensure patient confidentiality. A note signed by the person concerned will be required, unless they are incapable of providing due to illness or disability.

### **Whom to Complain:**

In the first instance, we suggest you to discuss complaint with a member of staff at reception and the reception manager.

If you regard the issue remained to be unsolved, then we recommend you to address an email to the Complaints Manager at [selicb.g85105-general@nhs.net](mailto:selicb.g85105-general@nhs.net).

If you regard the issue has still remained unsolved, then we recommend you to contact the **Practice Manager** at [uma.jesuthasan@nhs.net](mailto:uma.jesuthasan@nhs.net).

### **When to Complain:**

If your complaint requires immediate attention, we advise you to speak to our member of staff via phone call or in-person, as soon as possible. If not, please email a formal complaint which will be acknowledged within three working days.

If you are unable to raise your complaint immediately, please give the details of your complaint within 12 months of the incident that caused the problem, or within 12 months from when the complaint come to your notice.

### **Next Steps:**

Depending on the gravity of complaint, we will require to meet with you to discuss your complaint, agree with you how your complaint will be fully investigated and let you know when this will be completed. When we investigate your complaint we aim to:

1. Establish the full circumstances of your complaint.
2. Make arrangements for you to discuss the problem with whoever is concerned.
3. If possible offer an apology, where this is appropriate.
4. Identify what we could do to prevent the problem occurring again.

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### **Other Ways To Complain:**

If you are unable to raise your complaint with us, or would like external advice about raising a concern or making a complaint, you can contact any of the following organisations:

#### **1. South East London Integrated Care Board (SEL ICB):**

From 1<sup>st</sup> of July, 2023, complaints or concerns about a GP is received by the SEL ICB.

For help finding your nearest GP, you can use [the online search](#) on the NHS UK website or call [0300 311 22 33](tel:03003112233).

#### **2. Patient Advice & Liaison Service (PALS):**

PALS is a confidential service that provides information advice and support for patients, families and carers. To support this, the patient experience team will, where possible and appropriate, liaise with staff who have direct contact with patients, their families and carers, providing help and information regarding enquiries or concerns.

For further enquiries or if you are concerned but don't want to make a complaint you can call PALS on Freephone [0800 328 9712](tel:08003289712) or land-line [020 8176 5337](tel:02081765337).

The phone lines have an answering service so messages can be left at any time and we will endeavour to respond to your query within five working days, alternatively you can email: [contactus@selondonics.nhs.uk](mailto:contactus@selondonics.nhs.uk)

#### **3. NHS Complaints Advocacy Service (POhWER):**

POhWER is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local POhWER service can be found via: Web address: [www.pohwer.net](http://www.pohwer.net)  
Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net) Tel: 0300 456 2370 Local Clinical Commissioning Group (CCG):  
Website: <https://www.england.nhs.uk/ccg-details/> NHS England NHS England welcomes concerns, compliments and complaints as valuable feedback that will help them learn from your experiences and make improvements to services they commission: <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/> Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) Tel: 0300 311 22 33

#### **4. Care Quality Commission (CQC):**

You can also inform the CQC if you wish to raise concerns about care you have seen or experienced in health and social care services. <https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provide>