

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

If your concern is about GPs, you can contact NHS England: england.contactus@nhs.net or telephone 0300 311 2233.

You may also approach PALS for help or advice;

South London Commissioning Support Unit (South London CSU) runs the PALS service on behalf of Croydon CCG.

Telephone: 0800 4561517 (Monday to Friday 9am-5pm)

If no one is available to take your call please leave a message on the answer phone and they will ring you back.

Email: SLCSU.Complaints@nhs.net

Write to: South London CSU Complaints Team
1 Lower Marsh
London SE1 7NT



SELHURST MEDICAL CENTRE

COMPLAINTS PROCEDURE

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 your complaint in this way and wish to make a formal complaint you should do so, preferably **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 that you have 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.

Send your written complaint to:

Practice Manager
Selhurst Medical Centre
27 Selhurst Road
South Norwood
London
SE25 5QA

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 10 working days, and aim to have looked into the matter within 40 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 the 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 this, and if appropriate, make it possible for you to discuss the issue with those involved if you would like to do so.

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 so that, if appropriate, you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially 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 the result 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 it.

Please make the complaint in writing giving as much detail as possible of the sequence of event.

Where the patient is incapable of providing consent due to illness or accident 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 express permission, which must be in writing, unless the circumstances above apply.

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