



MAKING A COMPLAINT

The doctors and staff at this practice are committed to providing high quality healthcare and services to patients. If you have a complaint or concern about the service you have received from the practice, please let us know. We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria.

HOW TO COMPLAIN

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try to sort them out. If you wish to make a complaint, please let us have details of your complaint as soon as possible so we can find out what happened. It helps us if you can give us as full details as possible. You can ask for an appointment with **Anwar Hussain** –Practice Manager in order to discuss your concerns or email stpaulswaymedicalcentre@nhs.net. He will explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

You need to make a complaint within 12 months of the incident that caused the problem OR within 12 months of discovering that you have a problem relating to a specific incident.

WHAT WILL WE DO

We will contact you about your complaint within three working days and discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within the time frame, or a meeting with the people involved.

WE WILL LOOK INTO YOUR COMPLAINT TO

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like this
- Apologise where this is appropriate
- Identify what we can do to make sure that the problem does not happen again

St Paul's Way Medical Centre

First Floor11
Selsey Street
London, E14 7LJ

Tel: 020 7538 0833 | Fax: 020 7515 3032

www.stpaulswaymedicalcentre.nhs.uk



**ST PAUL'S WAY
MEDICAL CENTRE**

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COMPLAINING ON BEHALF OF SOMEONE ELSE

Medical records are protected by the Data Protection Act 1998. If you are complaining on behalf of someone else we need to know that you have permission to do so. A note signed by the person concerned will be needed unless they are incapable (i.e. due to illness) of providing this.

GETTING HELP

The Independent Complaints Advocacy Service (POhWER) on 0300 456 2370 they can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting. The website is www.pohwer.net

If you're still unhappy, you can refer the matter to the with the ombudsman by [email:phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or by fax: 0300 061 4000 If you would prefer to write, the address is The Ombudsman is now based in Manchester at the following address: Citygate, [51 Mosley St, Manchester M2 3HQ](#)

PLEASE REMEMBER

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better
- All complaints are treated in the strictest confidence
- Making a complaint will not affect your treatment or care

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