

WANDSWORTH MEDICAL CENTRE

PATIENT COMPLAINTS PROCEDURE

A guide for patients on how to raise concerns or make a complaint.

1. OUR COMMITMENT TO YOU

We want you to receive safe, high-quality care. If something goes wrong or you are unhappy with any part of our service, please tell us.
Your feedback helps us improve.

2. HOW TO RAISE A CONCERN

Most issues can be sorted out quickly by speaking to a member of staff at the time.
If this does not resolve the problem, you can make a formal complaint.

3. HOW TO MAKE A COMPLAINT

You can complain in writing, by email, or verbally.
Please include as much detail as you can.

Send complaints to:

The Practice Manager

Wandsworth Medical Centre

90–92 Garratt Lane

London SW18 4DD

Email: swlicb.wmcfeedback@nhs.net

You can also submit feedback using the form on our website:

www.wandsworthmedicalcentre.co.uk

Time limits

You should normally complain:

- within 12 months of the event, or
- within 12 months of learning that something went wrong.

If there is a good reason for the delay, we may still be able to investigate.

4. WHAT HAPPENS NEXT

- We will acknowledge your complaint within 2 working days.
- We will discuss with you how you would like it to be handled.
- We aim to give a full written response within 28 working days.

If the investigation takes longer, we will keep you updated.

When we investigate your complaint, we will:

- find out what happened and why,
- speak to the staff involved (if needed),
- Note what we can learn or how we can improve,
- offer to meet with you if helpful.

Once finished, we will send you a final response explaining:

- what we found,
- any actions taken,
- your right to escalate your complaint.

5. COMPLAINING ON BEHALF OF SOMEONE ELSE

To maintain patient confidentiality, we need written consent from the patient if you are complaining on their behalf. The patient needs to confirm that they are unhappy with their treatment and that we can deal with another named person on their behalf.

A third-party consent form is available from the Reception. The patient should sign this to enable the complaint to proceed.

Please note that we are unable to discuss any matter relating to another individual without their explicit written permission.

If the patient cannot give consent due to illness, age, or disability, please tell us why. We may still be able to accept the complaint.

6. IF YOUR COMPLAINT INVOLVES MULTIPLE SERVICES

If more than one organisation is involved (for example, social care or hospital services), we will work with them to provide a single coordinated response wherever possible.

7. EXTERNAL SUPPORT AND ADVOCACY

Independent advocacy services can help you make a complaint. Information is available on the NHS website.

8. COMPLAINING TO THE NHS COMMISSIONER

You can complain **either** to us **or** to the commissioner (**not both**).

South West London Integrated Care Board (SWL ICB)

Telephone: 0800 026 6082

Email: contactus@swlondon.nhs.uk

Address: NHS South West London, 120 The Broadway, Wimbledon, London SW19 1RH

9. IF YOU ARE UNHAPPY WITH THE OUTCOME

If you remain dissatisfied after we have responded, you can ask the:

Parliamentary and Health Service Ombudsman (PHSO)

Website: www.ombudsman.org.uk

Telephone: 0345 015 4033

Email: enquiries@ombudsman.org.uk

Address: Millbank Tower, Millbank, London SW1P 4QP

The Ombudsman is the **final stage** for NHS complaints.

10. CONFIDENTIALITY

All complaints are handled in strict confidence.

Information from your medical record will only be shared if needed for the investigation, and you will be told if this is required.