

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the practice follows strict rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have his or her permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### COMPLAINING TO OTHER AUTHORITIES

If you have a complaint concerning GP, Dentist, Pharmacy or Optician in Southwark (not hospitals), then please use the contact details below.

The team can also give you general advice about the complaints procedure

#### **NHS Southwark CCG**

160 Tooley Street, London, SE1 2TZ  
Tel. 020 7525 7888 / 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Website: [www.southwarkccg.nhs.uk](http://www.southwarkccg.nhs.uk)

If you have a genuine concern about a staff member or regulated activity carried on by this practice or if you have a complaint about the CCG, the NHS 111 service or SEPT, please contact the **Care Quality Commission** Tel. 03000 616161, or alternatively visit the following website: [www.cqc.org.uk](http://www.cqc.org.uk)

#### **OMBUDSMAN**

If you feel that your concerns have not been addressed, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigate complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or Text phone (Minicom): 0300 061 4298

## PRACTICE COMPLAINTS PROCEDURE

**In the first instance if you are concerned, please email or write to us at:**

21/21A High Street, Green Street Green, Orpington, Kent, BR6 6BG or via our website [www.gsgmc.co.uk](http://www.gsgmc.co.uk)

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria set by NHS England.

**Note:** If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

Please kindly address all complaints for the attention of the Practice Manager, Michael Munns who will ensure your complaint is processed through the correct procedures. [Michael Munns is also the Complaints Manager]

**You can also submit your complaint to:**

### **NHS England**

[For Primary Care Services](#)  
(GP, Dentist, Pharmacist or Optician)

NHS England contact details:  
NHS England PO Box 16738  
Redditch B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state:

**'For the attention of the complaints team' in the subject line.**

By telephone: 0300 311 22 33

## Green Street Green Medical Centre

21/21A High Street, Green Street Green, Kent, BR6 6BG  
Tel: 01689 850012  
[www.gsgmc.co.uk](http://www.gsgmc.co.uk)

# COMPLAINTS & COMMENTS LEAFLET

## LET US KNOW YOUR VIEWS

### GENERAL PRACTITIONERS

Dr Peter Barker (Male)

M.B.B.S., M.R.C.P., F.R.C.G.P., PGCert (Med ED)  
Registered 1982 London

Dr Claire Riley (Female)

M.B.B.S., BSc Hons, D.F.S.R.H., M.R.C.G.P.  
Registered 2006 London

Dr Chamila Wijesinghe (Female)

B.M, M.R.C.G.P., D.F.S.R.H., P.G. Dip  
Registered 2007 London

### PRACTICE NURSES

Nicky Whatley (Female)

Shirley Edwards (Female)

### PRACTICE MANAGER

Michael Munns (Male)

[Complaints Manager]



PLEASE TAKE A COPY

## LET THE PRACTICE KNOW YOUR VIEWS

The medical centre is always looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

### ICAS - INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE

ICAS is a national service that supports and helps people to make their complaint.  
Your local ICAS service can be found by calling:  
**0300 456 2370**

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned.

Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible.

This will enable the medical centre to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within one year of the incident that caused the problem
- The practice will acknowledge your complaint within 5 working days.

We may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Identify what the medical practice can do to make sure the problem does not happen again

## COMPLAINTS AND COMMENTS FORM

**Print Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Date of complaint/comment:** \_\_\_\_\_

**Brief details:**  
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**Signed:** \_\_\_\_\_

Please hand this form to reception or put in the suggestion box in the waiting room

You can also write in your complaint via email or send it to our centre using the address on the front page of this leaflet. You can also hand deliver the complaint by handing it to one of our receptionist marked for the attention of the Practice Manager.