

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Sutton Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their 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.

**GETTING HELP**

You can seek free impartial support when you are making a complaint from the local NHS Complaints Advocacy service.

This is provided locally by VoiceAbility. You can contact them on 0300 330 5454 or via email [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

Website: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

**TAKING IT FURTHER**

If you remain dissatisfied with the outcome you may refer the matter to:

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

Tel 0345 0154033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**COMPLAINTS AND COMMENTS FORM**

Name: \_\_\_\_\_

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

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

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

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_

**SUTTON MEDICAL CENTRE**

**181 Carshalton Road Sutton Surrey**  
**Tel: 0208 661 1505**  
**Fax: 0208 661 7745**

**COMMENTS AND COMPLAINTS LEAFLET**

Let the Practice know your views

Please take a copy

**Dr Amer Hafeez (M)**  
**MBBS MRCP DCH**  
**Dr. K H Aziz (M)**  
**MB BS, DRCOG**  
**Dr. A Al-Maliki (F)**  
**M.B.Ch.B, DFFP**  
**Dr Sadia Din (F)**  
**MBBS MRCP**

## LET THE PRACTICE KNOW YOUR VIEWS

Sutton Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs 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

- Any comments or feedback on the services provided?
- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the surgery or service you receive regarding any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints policy meets national standards and can be found on our website.

**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.

## 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 our Practice Manager – Bina Pattani 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 practice to get a clear picture of the circumstances surrounding the complaint.

Complaints should normally be made within 12 months of an incident or of the matter coming to your attention. This time limit can be extended provided you have good reasons for not making the complaint sooner and it is possible to complete a fair investigation.

## CONTACTING US

### **In Person:**

Our reception team will be pleased to talk with you about your concerns

**Telephone: 020 86611505**

### **Write to us:**

181 Carshalton Road  
Sutton  
Surrey  
SM1  
4NG

**Email Us:** [sutccg.suttonmedicalcentre@nhs.net](mailto:sutccg.suttonmedicalcentre@nhs.net)

## WHAT WE WILL DO

- We will acknowledge all written complaints received in writing within 3 working days.
- Before we investigate your complaint we will contact you to agree how you would like us to deal with your complaint and establish the outcomes that you would like as a result.
- We will aim to fully investigate your complaint as soon as is reasonably possible. If we expect it to take longer than 10 working days we will explain the reason for the delay and tell you when we expect to finish.
- When we look into your complaint and investigate the circumstances; identify any issues related to other organizations and make it possible for you to discuss the problem with those concerned
- Make sure you receive an apology if this is appropriate, and take steps to make sure the same problem does not happen again.
- You will receive a final letter from us setting out the result of any practice investigations

Sutton Medical Centre regularly reviews ALL complaints, comments and suggestions received from Patients. Learning points are shared and discussed with team members and, where appropriate, improvements to the service identified and implemented.