

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 prefer, you can phone or write to the complaint to NHS England. Their staff will aim to try to sort out complaints and can make enquiries on your behalf.

The contact details are:

NHS England PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

If you are not satisfied

If you are not satisfied with the way we have dealt with your complaint, you can contact the Health Service Ombudsman on 0845 015 4033. The website is www.ombudsman.org.uk

Remember

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

Making a Complaint or Suggestion

King's College NHS Health Centre

3rd Floor Macadam Building Surrey Street
London WC2R 2LS

Tel: 020 7848 2613 Fax: 020 7848 2754

List of GPs

Dr Derek Chase Senior Partner
Dr Mona Vaidya GP Partner
Dr Claire McMullen Associate GP
Dr David Spiro Associate GP

Name of Centre Manager:

Mrs Denise Johnson Nurse Partner

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 or make suggestions

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try and resolve them.

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 much information as possible.

You can ask for an appointment with Denise Johnson the Centre Manager in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

You need to make your 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 we will 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 scale for a reply. We will aim to offer you an explanation within that 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 appropriate.
- Identify what we can do to make sure that the problem does not happen again.

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 their 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 (ICAS) on 0845 120 3784 can provide free impartial support when you are making a complaint.