



Seymour House and Lock Road Surgeries

South West London ICB

DR P T HUDSON & PARTNERS

PRACTICE COMPLAINTS PROCEDURE

Reviewed: August 2024

If you feel dissatisfied with some aspect of our service we welcome the opportunity to discuss it with you. Complaints are an important feedback on how we can improve our service.

You can raise your concern with the Practice Manager or one of the GPs at the time, or alternatively, telephone, email or write to the Practice Manager. If you email please use the address of the surgery where you are registered.

Seymour House: swlicb.receptionrichmond@nhs.net

Lock Road: swlicb.receptionham@nhs.net

If you are complaining on behalf of someone else, their consent is normally required.

We will acknowledge receipt of your complaint within two working days and, if necessary, clarify any issues raised. We will then fully investigate the problem and notify the persons involved. We aim to reply to you with an explanation within 10 working days – advising you of any delay.

Should this not resolve the matter we will invite you to meet informally with the person/s involved. You are welcome to have a relative or friend with you.

We will confirm in writing the outcome of our discussions and any changes introduced to our system as a result. Confidentiality is ensured and any record will not be filed with your medical notes.

If you need help to make your complaint you can contact the local council or Healthwatch (Richmond – 0208 099 5335, info@healthwatchrichmond.co.uk) who will give advice about local independent NHS complaints advocacy services

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you feel you cannot raise your complaint with us you can contact the commissioner of primary health care services, the **South West London Integrated Care Board**

You can do this by:

Telephone: 0800 026 6082

E-mail: contactus@swlondon.nhs.uk

In writing to: NHS South West London ICB, 120 the Broadway, Wimbledon London SW19 1RH



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You can also contact PALS for advice:

Patient Advice and Liaison Service

Thames House

180 High Street

Teddington

TW11 8HU

Tel: 0800 953 0363

Email: pals.hrch@nhs.net

If you feel your concerns have not been addressed by the local resolution process you can refer the matter to the Parliamentary and Health Service Ombudsman.

Parliamentary and Health Service Ombudsman Health Service Ombudsman for England Millbank Tower, Millbank London, SW1P 4QP.

Telephone Helpline no. 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

The Practice will regularly audit the complaints procedure and all learning points, subsequent to complaints, will be discussed at Practice and staff meetings and shared anonymously with our Patient Participation Group.

The procedure is co-ordinated by Gill Russell.

Next review August 2025