

Complaining on behalf of someone else

If you wish to make a complaint on behalf of someone else, we would need to be sure that they are happy for you to act on their behalf. A covering note with their signature would usually be sufficient.

If the person you wish to complain on behalf of is unable to provide their written permission for you to act on their behalf, please contact us for advice.

If you feel unable to complain to us directly

If you do not feel able to complain to us directly, you can make your complaint directly to NHS England using the details below:

**NHS England
PO Box 16738
Redditch
B97 9PT**

Tel: 0300 311 2233

Email: england.contactus@nhs.net

Taking your complaint further

If you remain dissatisfied having received our response to your complaint, you have the right to ask the Parliamentary & Health Service Ombudsman to investigate. You can contact them on 0345 015 4033 (8.30am – 5.30pm Mon-Fri) or via their website: www.ombudsman.org.uk.

Please note that the Ombudsman will not usually investigate a complaint until the organisation being complained about has had the opportunity to investigate and respond.

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

THORNTON HEATH MEDICAL PRACTICE

Comments, Complaints and Suggestions

Our aim is to provide the highest level of care for all patients who use our clinics. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for any of our services, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

You can make your complaint in person, by phone, or in writing. If you make your complaint to us by phone or in writing, we will write down the details and send you a copy.

If you wish to make your complaint to us in writing (by letter or by email), you should write to:

Thornton Heath Medical Practice
The Practice Manager
61a Gillette Road
Thornton Heath
Surrey CR7 8RL

Email us marked for the attention of the Practice Manager at swlicb.thmp@nhs.net

What we will do

Once we have received your complaint, we will send you an acknowledgement within 3 working days.

Your complaint will be passed to the most appropriate manager to investigate. The manager will invite you to have a discussion with them (either by phone or in person) to talk about the details of your complaint and to agree how the complaint will be handled. You do not have to accept this offer; if you decide you do not want to discuss your complaint, the manager will conduct their investigation into your complaint based on the information you have already provided.

When the manager investigates your complaint, they will:

- find out what happened and what went wrong;
- make sure you receive an explanation and apology, where appropriate;
- take any other action that's needed to put the matter right; and
- identify what we can do to make sure the problem doesn't happen again.

The manager will write to you with the findings from their investigation.

The NHS Complaints Regulations allows NHS organisations up to 6 months to investigate and respond to complaints; however, we are usually able to respond to complaints much sooner. The manager investigating your complaint will agree a timescale for responding to your complaint at the beginning of the process.