

Complaints procedure

Most problems can be sorted out quickly & easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, in writing, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- within 12 months of the incident,

or

- within 12 months of the incident coming to your attention

providing as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

Send your written complaint to:

The Practice Administrator
Mulgrave Road Surgery
48 Mulgrave Road
Sutton
Surrey
SM2 6LX

E-mail: swlicb.correspondence.h85018@nhs.net

We look to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 3 working days, and aim to have looked into the matter within 20 working days (due to current pressures as a result of the Covid-19 Pandemic). If the matter is likely to take longer we will let you know, and keep you informed as the investigation progresses.

If you are dissatisfied with the outcome of your complaint, you may raise the matter with NHS England. The contact details are:

you make a complaint about your GP has changed on 1 July 2023

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner changed. There are two ways you can make a complaint:

- You can complain to the healthcare provider: this is the organisation where you received the NHS service, for example a GP surgery or dental surgery.
- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received, for example NHS England or the Integrated Care Board.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact **South West London Integrated Care Board instead of NHS England**.

You can do this by: **Telephone: 0800 026 6082**

E-mail: contactus@swlondon.nhs.uk

Writing to: NHS South West London ICB, 120 the Broadway, Wimbledon London SW19 1R