

If you are Dissatisfied with the Outcome

You have the right to approach the

South West London Integrated Care Board. The contact details are:

Phone: 0800 026 6082

Email: contactus@swlondon.nhs.uk

In writing: NHS South West London ICB,
120 The Broadway, Wimbledon, London

SW19 1RH

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at St Helier Hospital provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

The practice Complaints Manager is:

Evelyn Cupit

35 Maldon Road Wallington Surrey SM6 8BL

How do I find a complaints advocate?

Your local [Healthwatch](#) can help you find independent NHS complaints advocacy

You can also contact social services at your local council services in your area.

[SeAp Advocacy](#) gives advocacy support - Call 0330 440 9000 for advice

***Age UK could assist you but they do not have any advocate as such - Visit their [website](#) or call 020 8770 4090

MALDON ROAD SURGERY Complaints Procedure

1.7.2023

**Also see separate
Complaints Form
available at Reception**

Making a Complaint

Most problems can be sorted out quickly and 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, preferably **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 giving 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. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Evelyn Cupit

Practice Manager

Maldon Road Surgery

35 Maldon Road Wallington Surrey SM6 8BL

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the

person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the

written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.