

Making a complaint

Please note Health Partners at Violet Melchett keeps strict to rules of patient confidentiality. If you are complaining on behalf of someone else the practice needs to know that you have permission to do so. A note signed by the person concerned will be required and a verification over the phone.

You can write to:

Health Partners at Violet Melchett
30 Flood walk
London
SW3 5RR
Telephone:02074602222
Practice Manager: Warwick Young

Please email health.partnersvm@nhs.net if you have a concern about the service you received at the practice or send a letter to the above address.

How to complain

If you have an issue or concern as soon as they arise we will try to sort them out. If you would like to make a complaint, please give us clear details of the complaint as soon as possible so we can investigate what happened. You can ask for a telephone call with the Practice manager in order to discuss your concern. He will explain the practices complains procedure to you and make sure the issue is dealt with accordingly. A complaint must be forwarded 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 the practice will do

We will contact you within three working days about your complaint and discuss the best way to investigate including any time required further to investigate. We will offer you an explanation within that time frame or a meeting with people involved.

We will look into the complain to:

- To find out what took place and what went wrong
- Invite you to discuss the problem with the people involved
- Apologise if any mistake on our end
- Identify what we can do to make sure the problem doesn't happen in the future

Getting help

The practice management team hope if you have a problem you will use the practice complaints procedure. However, if you feel you cannot raise your complaint with us or you are dissatisfied with the response received from us you can contact the below bodies:

- NHS England - Email: england.contactus@nhs.net, Tel: 03003112233, Address: NHS England, PO Box 16738, Redditch, B97 9PT. In British Sign Language (BSL) patients can talk to NHS England via a video call to a BSL interpreter
- Local patient advice and Liaison service (PALS)- Your local PALS office can be found on: www.nhs.uk and search for "PALS services in your area"
- ICAS independent complaints advocacy service on 03004562370 can provide free impartial support when making a complaint or email: pohwer@pohwer.net, Post: PO Box 17943, Birmingham, B9 9PB

If unhappy with the response from the practice you can refer your complaint to the Parliamentary & Health service Ombudsman who investigate complaints about the NHS in England. You can call the helpline on 03450154033 or visit parliamentary and health ombudsman website: <http://www.ombudsman.org.uk>

Please remember we want you to let us know if you are unhappy or have suggestion about how we can do things better in our running. All complaints treated in the strictest confidence.

Contacting the Care Quality commission

If you have a genuine concern about staff member or a regulated activity carried by the surgery, then you can contact Care Quality commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>.