

You can complain to:

Denise Griffin the Practice Manager in the first instance or ask reception for a complaints form

Or

NHS England via the complaints manager. You have several options for doing this:

By post
NHS England
PO Box 16738
Redditch
B97 9PT

By email: england.contactus@nhs.net

With 'For the attention of the complaints manager' in the subject line.

Or By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

'NHS Complaints Advocacy Service. If you feel that you need support to raise your concern or complaint with us, you can contact POhWER. NHS Complaints Advocacy Service. They can provide independent, free and confidential information and support to people wishing to make a complaint about the NHS. You can contact them on 0300 456 2370 via email at pohwer@pohwer.net or visit their website at: <https://www.pohwer.net/forms/contact-us>

Complaining on behalf of someone else:

Medical records are protected by the data Protection Act 1998. If you are complaining on behalf of someone else we need to know that you have their permission to do so. An authority signed by the person concerned will be required unless they are incapable (i.e. due to illness) of providing this.

PLEASE REMEMBER:

We want you to let us know if you are unhappy or have a suggestion for improvement.

All complaints are treated in the strictest confidence.

Making a complaint will not affect your treatment or care in any way.

Making a Complaint



Albion Street Group Practice
87 Albion Street
London
SE16 7JX

Tel: 020 3049 7120

Website:

www.albionstreetgrouppractice.co.uk

Our Practice Aim:

Is to provide High Quality Healthcare in a safe and caring Environment.

The doctors and staff at this practice are committed to providing high-quality healthcare services to patients.

If you have a complaint or concern about the service you have received please let us know.

There are several ways that you can make a complaint.

These include speaking to a member of the practice staff, writing to the Practice Manager or completing a complaints form.

Alternatively if you would like to offer some constructive criticism, have some compliments or if you have an idea of how we can improve any services please use the suggestion box in the waiting area or attend our Patient Participation Group meetings which are held quarterly.

How to complain:

It is best to tell a member of staff about any concerns or problems as soon as they arise so they can be tackled as quickly as possible.

If we are unable to resolve your concerns and you wish to take this further, please let us have full details as soon as possible so we can find out what happened. In some cases the in-house complaints authority may not be appropriate in which case you will be referred to the correct authority

You can ask to speak to the Practice Manager in order to discuss your concerns or write to her at the Practice address or email to **souccg.albion@nhs.net**

You need to make your complaint 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 we will do:

We will acknowledge your complaint within 3 working days and discuss with you the best way to investigate it, including the time scales for a reply.

We will aim to offer you an explanation within that time frame, or a meeting with the people involved.

We will look into your complaint to:-

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like this.
- Apologise where appropriate.
- Identify what we can do to make sure that the problem does not happen again.