

CHURCHILL MEDICAL CENTRE
PRACTICE COMPLAINTS PROCEDURE

If you have any complaint or concern about the service that you have received from the doctors or staff working for this practice, you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to Kingston Clinical Commissioning Group if you so wish. Nor does it affect your right to seek compensation in law.

Your complaint should be addressed to our Practice Manager, Mr Matthew Chilcott, who will ensure that it is investigated thoroughly and as speedily as possible. We will acknowledge your complaint within 5 working days whenever possible, and will aim to report back to you as soon as possible, although timescales for a full response will be dependent on the availability of staff and the level of investigation required.

Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient who is the subject of the complaint.

A copy of our complaint form is enclosed. You do not have to use it if you prefer to write out your complaint in your own way. We can help you to write down your complaint if you feel you need help to do so. Please do not hesitate to contact Mr Chilcott or another member of our management team, who will be pleased to assist you.

Please complete and send your complaint to the practice as soon as possible.

Your complaint will then be investigated by someone within the practice. It is likely that, as a first step, the investigator will contact you directly to ensure that he or she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and may inspect relevant documents.

At the conclusion of the investigation you will receive a full written response to your complaint, and if appropriate you will be invited to a meeting with a GP and/or the Practice Manager, where your complaint will be discussed with you in detail.

Alternatively, if you do not want to meet and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO) about your complaint. You can call the PHSO on 0345 015 4033, or alternatively you can visit their website

<http://www.ombudsman.org.uk/>

where you will find the relevant information on how to take your complaint further.

All complaints against members of staff are discussed at staff training sessions and practice meetings to enable us to improve our service to our patients.



Kingston
CHURCHILL
MEDICAL
CENTRE

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Practice Manager:
Matthew Chilcott



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