

Comments, concerns & complaints

Telling us when something isn't right — and how we'll put it right

We want to hear from you

Every patient has the right to raise a concern or complaint about the care or treatment they have received at London Road Surgery. We don't always get everything right, and when we fall short we want to know — so we can put it right and improve for everyone.

Most concerns are sorted out quickly and simply. Often a quick conversation is all it takes.

How to raise a concern

You can talk to us in whatever way feels easiest — you do not have to put it in writing:

- Speak to any member of staff — a receptionist, nurse or doctor.
- Ask to speak to our Complaints Manager, Kirstin Frost (this may need a booked call or appointment).
- Phone us, or email londonrs.complaints@nhs.net
- Pick up a complaint form from reception if you prefer to write.

What happens next

We will acknowledge your complaint within three working days — usually with a phone call. We find that talking it through is the quickest way to understand your concern and agree what you would like to happen.

We'll ask what outcome you're hoping for, agree a realistic timescale, keep you updated, and give you a clear answer to each point you raise.

Raising a complaint will never affect your care. You will always be treated with respect and courtesy.

Who can complain

You can complain about your own care, or on behalf of someone else with their consent. We can also accept a complaint from the representative of a patient who has died or who is unable to complain themselves.

Time limits

Please raise your complaint within 12 months of the event, or within 12 months of becoming aware of it.

We can sometimes look into later complaints where there is good reason.

Confidentiality

We investigate every complaint in confidence. Complaint records are kept separately from your medical records and shared only with those involved in looking into it.

If you'd rather not come to us

You can ask your Integrated Care Board (ICB) to look into your complaint instead of the practice:

Contact the Central East ICB Patient Experience team:

By email: blmkicb.contactus@nhs.net

By telephone: 0800 148 8890

In writing: Central East ICB, Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove, Ely CB7 4EA

Alternatively, you can use the form on their website

<https://www.centraleast.icb.nhs.uk/contact/patient-experience-2/>

Independent support and advocacy

Free, independent advocacy can help you make your complaint:

- POhWER — 0300 456 2370
- The Advocacy People — 0330 440 9000
- Age UK — 0800 055 6112

Your local council and Healthwatch can also point you to advocacy services in our area.

If you're still not happy

If you are unhappy with our response, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review it. The service is independent, free and confidential.

Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Phone: 0345 015 4033

Web: www.ombudsman.org.uk