

Auckland Surgery Complaints Process

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Auckland Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

How to give feedback or make a complaint about NHS Services

For help making a complaint or to provide feedback, please see information at the link here:

[NHS England » Feedback and complaints about NHS services](#)

There are two ways you can complain about NHS services:

1. Directly with the NHS service provider (e.g. your GP surgery), **or**
2. Directly to the Commissioner of the service (e.g. South West London Integrated Care Board (SWLICB)):
 - o **Telephone** [0800 026 6082](tel:08000266082)
 - o **Email** contactus@swlondon.nhs.uk
 - o **Postal address:** NHS South West London, 120 the Broadway, Wimbledon, London SW19 1RH

You cannot complain to both.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Practice Manager or the Operations Manager. If for any reason you do not want to speak to a member of our staff, then you can request that South West London Integrated Care Board investigate your complaint.

South West London ICB
120 The Broadway
Wimbledon
SW19 1RH
0800 026 6082
Email: contactus@swlondon.nhs.uk

A complaint can be made verbally or in writing. Additionally, you can complain via email to swlicb.auckland@nhs.net.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain. The complaints manager will acknowledge all complaints within three working days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Auckland Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Auckland Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Auckland Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. Please do this in writing to Auckland Surgery, 84A Auckland Road, SE19 2DF.

Final response

Auckland Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either South West London ICB or this organisation then you can escalate your complaint to the Parliamentary Health Service Ombudsman (PHSO) at either: www.ombudsman.org.uk or telephone 0345 015 4033.

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Auckland Surgery, 84a Auckland Road, London, SE19 2DF

Email: swlicb.auckland@nhs.net

Tel: 020 8653 5146

Website: www.aucklandsurgery.co.uk