

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman.

If you are not happy with how we have dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary & Health Service Ombudsman which make final decision on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman, visit:

www.ombudsman.org.uk/make-a-complaint

or call 0345 015 4033.

Further information about the Ombudsman is available at

www.ombudsman.org.uk

Where can I get more advice and help?

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

The [Local Council](#) can give advice on local advocacy services

Other advocates and links can be found on this [PHSO webpage](#)

The Practice Complaints Managers are:

Dr Jacqueline Megitt

Dr Saul Kaufman

Mrs. Sharon Ryan

St Johns Wood Medical Practice

Complaints Procedure



St Johns Wood Medical Practice

Brampton House

Hospital of St John & St

Elizabeth 60 Grove End Road

NW8 9NH

Tel. No. 020 3657 9449

www.stjohnswood.nhs.uk

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at St Johns Wood Medical Practice.

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.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible.

A complaint can be made verbally or in writing. A complaints form is available from reception.

Additionally, you can complain via email to sjw@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.

One of the Complaints Managers will respond within five business days to acknowledge your complaint.

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.

I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. [Integrated Care Board \(ICB\)](#)

Confidentiality

We 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

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Final response

We 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.