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 withyour complaint, and would like to take the matterfurther, you can contact the Public 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 isavailable at
www.ombudsman.org.uk

You can also complain to the NHS West and North London Integrated Care Board:
E-mail: nhsnwl.complaints@nhs.net
Telephone: 020 3350 4141

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 Elizabeth60 Grove End Road
NW8 9NH
Tel. No. 020 3657 9449
www.stjohnswood.nhs.uk

V1.7 Reviewed – Sharon Ryan
Date – 04.11.2026
To be reviewed 2029

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received atSt 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 toimprove 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 tosjw@nhs.net .

Time frames for complaints

The time constraint on bringing a complaint is 12months 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 yourcomplaint.
We will aim to investigate and provide you withthe 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)

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance. Lengthy, or complex complaints will, by their nature, take longer to respond to.

Confidentiality

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

Third party complaints

We allow third parties to make a complaint onbehalf 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 withyou about the progress of any complaint.