

Complaints Procedure

We endeavour to provide the best medical care at all times. We should like to hear from you if you feel that we have not fulfilled this promise. We welcome suggestions to improve practice communications and procedures.

This practice operates a procedure for the investigation of complaints. Making your complaint to the Practice in no way prejudices your right to complain to the Healthcare Commission should your complaint not be resolved to your satisfaction.

In the event that you have a complaint then Dr Stephanie Goodwin is available to receive your comments and to deal with any problems that may have arisen. Your complaint should be submitted as soon as possible after the event giving rise to the complaint.

Dr Goodwin is a Member of the Independent Doctors Forum. This offers access to an independent review of any complaints which cannot be resolved within the practice.

Details are available from Dr Goodwin or on the IDF website at:

www.independentdoctorsforum.net

In the event of a complaint we would ask you give timely notice. This means within 28 days for a non-clinical complaint and within 6 months for a clinical complaint.

Acknowledgement of the complaint will be within 2 working days.

A full response in writing, setting out the conclusions of the investigation and action, if any, taken in respect of it, will be made within 20 working days of receipt of the complaint, unless the investigation is still in progress, in which case a letter explaining the reasons for the delay, will be sent to the complainant. Thereafter, the full response to the complaint will be given to the complainant within 5 working days of a conclusion being reached in respect of the complaint.

Meetings between the parties concerned may need to take place to clarify the nature and details of the complaint at a mutually convenient time and place.

If this process fails to resolve the complaint then external conciliation would be offered via the Independent Doctors Forum (please refer to their web site or ask Dr Goodwin for details).

If, following the Practice's explanation, you remain dissatisfied, you have the right to complain to the:

Care Quality Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

Tel: 03000 616161

Dr Stephanie Goodwin's General Medical Council Registration Number is: 3252192

To confirm this you can contact the General Medical Council on: 020 7915 3630