

Bloomsbury Surgery

1 Handel Street, London, WC1N 1PD
0207 837 8559 (T) email: bloomsburysurgery@nhs.net
www.bloomsburysurgery.nhs.uk

BLOOMSBURY SURGERY Complaints Procedure

Practice Procedure

If you have a concern about the Practice, please complete a comments form in person located in the waiting room. We hope most problems can be resolved easily and quickly, often at the time they arise and with the person concerned.

If you would like to raise a formal complaint, we operate a practice-based NHS complaints procedure.

We recommend you put your complaint in writing as we then have a clear audit trail. Please complete the complaint form, which you can find online here: <https://www.bloomsburysurgery.nhs.uk/make-a-complaint>, or get a printed copy from Reception.

PLEASE NOTE WE CANNOT ACCEPT COMPLAINTS ABOUT OTHER ORGANISATIONS;
PLEASE KINDLY REFER TO THOSE ORGANISATIONS DIRECTLY. For Hospitals please go to their Patient Advisory Liaison Service (PALS) for further advice.

What we shall do

We will acknowledge your complaint within 3 working days and typically respond within 25 working days. Some complaints may take longer to investigate.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter signed by the person concerned is therefore required.

Complaining to NHS England

We hope that, if you have a problem, you will use our complaints procedure. This will give us the best opportunity of putting right whatever has gone wrong and help to improve our practice.

However, this does not affect your right to approach The Parliamentary & Health Ombudsman or NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. Their details are below:

The Parliamentary & Health Ombudsman

Helpline 0345 015 4033

NHS England

Po Box 16738

Redditch, B97 9PT

Tel: 0300 311 22 33

Email: NWLCSU.CBLondonComplaints@NHS.net

Bloomsbury Surgery is within the Camden CCG area

