

ELM LODGE SURGERY

2 Burbage Road, London, SE24 9HJ
Tel. 020 7274 6138

How to complain (December 2025 revision)

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible – preferably in writing and ideally within a matter of days because this will enable us to establish what happened more easily.

In any event this should be:

- within 12 months of the incident that caused the problem or;
- within 12 months of discovering the circumstances giving rise to the complaint.

Complaints should be made to the Practice Manager, Edward Drake or the Complaints Lead Dr O’Flaherty, preferably in writing, but also, verbally or by email. If you make a complaint verbally which cannot be resolved we will provide you with a written record of it.

Dr O’Flaherty is the partner chosen by the practice to ensure that we follow the NHS rules for dealing with complaints and to ensure that lessons learnt from complaints are put into practice. As part of this, each year the practice reviews all the complaints we have received.

What will we do?

We will acknowledge your complaint within three working days. We will let you know how we propose to consider your complaint and the time within which we expect to be able to provide you with a full reply. You will be given the opportunity to discuss whether you agree the approach we have taken.

When we look into your complaint, we will aim:

- to find out what happened;
- to find out what went wrong;
- to provide you with an apology where this is appropriate;
- to identify what we can do to make sure the problem does not happen again.

When the investigation of your complaint is complete we will write to you (or, if you prefer, email) setting out how your complaint was investigated, what evidence we have looked at and the conclusions we have reached. We will also advise you what actions we have, and will be taking, as a result of your complaint.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

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 note signed by the person concerned will be needed, unless he or she is incapable (because of illness) of providing this.

POhWER Advocacy service

This is the organisation providing NHS complaints advocacy services for Southwark & the surrounding boroughs.

Telephone: 0300 456 2370

Email: pohwer@powher.net

Website: <https://www.pohwer.net/>.

Complaining to South East London Integrated Care System

If you prefer you can make a complaint direct to the NHS in South East London rather than the practice. The telephone for their Customer Contact Centre is: 08003289712

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

If you are not satisfied with the outcome

If you are dissatisfied with the outcome you have the right to approach the Parliamentary and Health Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Telephone: 0345 0154033 Website: www.ombudsman.org.uk