



Healthwatch Southwark

1 year on: Have Southwark GPs improved?

Making a complaint: what online information do Southwark GP surgeries give to their patients?

June 2017

Healthwatch Southwark: Who we are & what we do

Healthwatch Southwark is the local independent champion for health and social care services in Southwark. We want all people in Southwark to be able to access the best health and social care services possible.

For more information about Healthwatch, please visit our [website](#).

Background

In March 2016, we carried out a check to find out whether GPs across the borough provide clear and consistent information about making a complaint.

To find out why we did this review last year, what we found and the recommendations we made, please read the [2016 report](#).

In March 2017, we revisited Southwark GP websites to see if the information they give local people about complaints had improved. We are then able to see if GPs acted on the recommendations we made last year:

Recommendation 1: All surgeries with websites should provide information on the complaints e.g. how to make a complaint, what the surgery will do, who will be dealing with the complaint etc.

Recommendation 2: Complaints policies and procedures should be downloadable

from the website where possible or written out on a website page.

Recommendation 3: Websites should give information about how and where to get support in making a complaint - VoiceAbility, POhWER etc.

Recommendation 4: In addition to website information about complaints, GP surgeries should have visible information in the waiting area. This is especially important if the GP surgery does not have a website.

Changes to GPs in Southwark over the last year

When we reviewed GP websites in March 2017, we noted the following changes:

- 1 GP surgery has closed following a Care Quality Commission (CQC) inspection (St James Surgery).
- Grange Road Practice did have a website last year but no longer does.
- Lister Primary Care Centre (Dr Arumugaraasah) did not have a website last year but does now.
- Maddock Way Surgery did not have a website last year but does now.
- Some GP practices share the same website (Southwark Group Practices): Silverlock Medical Centre, Hambledon Clinic,
- The Nexus Health Group has formed - a GP merger of 4 practices. This has meant changes to websites:
 - Manor Street Surgery and John Kirk Close Surgery share a website.

- Artesian Health Centre and Decima Street Surgery was formally known as The Bermondsey and Lansdowne Mission.

Summary of findings from our review

We searched for the websites of all 41 surgeries in Southwark. **3/41** GP surgeries do not have websites.

The below summarises the information we found on the remaining 38 GP websites:

- **36/38** had information about complaints on their websites.
- **36/38** websites advised patients to contact the practice manager/ complaints manager.

Last year, 29/41 websites advised patients to contact the practice manager/ complaints manager.

- **23/38** websites had detailed information about the complaints process - some had a downloadable copy of their policy or a leaflet. **2/38** websites had no detailed information about the complaints policy/process. **13/38** websites had very little information about complaints - referring people to speak to surgery staff for further details.

Last year, 2/41 websites had no information on how to make a

complaint. 8/41 did not mention a complaints procedure.

- **14/38** websites had a complaints form for people to use (either to download or submit online).
- **17/38** websites refer people to organisations that can provide support in making a complaint e.g. VoiceAbility, POhWER.

Last year, 8/41 websites provided information and details on how to get support in making a complaint.

We visited the 3 surgeries that do not have websites. 2 surgeries had visible complaints and suggestions box in the reception area. We could not see information about their complaints procedures at either surgery. 1 of the practice reception areas did have details information about the complaints process.

See ‘full breakdown of the data’ section of this report for a breakdown of each GP’s website information (page 6).

What does this mean?

Although slight improvements have been made since last year, there is still variation in how much information GP websites offer about complaints.

Around 60% of GP websites have detailed information about complaints. Some have written information on their websites, some have downloadable

policies and some have created bespoke leaflets in accessible language. Where leaflets are available, we have provided links to these in the 'breakdown of the data' section of this report.

We are pleased to see that there is an improvement on the number of practices that refer patients to the practice/ complaints managers - we found this to be consistently high last year.

There are still some GP websites that contain very little/no information about complaints. As we stressed in our 2016 report - effective complaints procedure helps the people who use them feel confident in the system and make services aware of specific issues and identify areas that need improvement.

In our report last year, we also recommended that websites should share in their 'complaints section' information about organisations that can support people to make complaints (e.g. VoiceAbility, POhWER). Some people will need support and advocacy to make a complaint, and therefore it is important for GP websites to raise awareness about organisations that can support them with this. Whilst this has improved since last year, there are still just under half of GP websites that do not provide information on this.

Recommendations

It has been a year since we reviewed GP websites and published our report with recommendations. While we are pleased

to see that some practices have improved the information they offer, it is however disappointing to see that online complaints information has not further improved / become more consistent across more Southwark GP practices.

Being able to make a complaint about an experience, which is dealt with appropriately and professionally, is an important right for all patients. We therefore urge GP surgeries to spend some time updating their website in line with the recommendations that we made last year in our report and can be found on page 2 of this report.

We also encourage NHS Southwark Clinical Commissioning Group (CCG), Southwark GP Federations and Patient Participation Groups (PPGs) to support Southwark GP practices to update the information they offer to patients in line with our recommendations.

Practices should also note that in Southwark, the provider for London Independent Health Complaints Advocacy from April 2017 is [POhWER](#).

Response from Southwark GP Federations

The Southwark GP Federations, Quay Health Solutions CIC and Improving Health Ltd, are pleased to note in this report the improvements made over the last year in our member practices.

We will continue to work with our member practices to ensure the practice level information is both up to date and helpful for our patients. We look forward to working with Healthwatch to ensure we continually improve the services we offer

Full breakdown of the data as of March 2017

For last year's results, please visit our website to see the [report](#).

Name of GP / website link	Details obtained in March 2017
<p>Acorn and Gaumont Surgery</p> <p>https://acorn-gaumont.secure-gpsite.nhs.uk/index.php?seo=comments-and-complaints&navid=27553</p> <p><i>(Two separate websites last year - Acorn Surgery and Gaumont Surgery)</i></p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information and a link to the Practice Complaints Procedure which has information on procedures, timeframe etc. This would be better saved on the complaints page on the website. • Online comment and complaint form available to submit. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Albion Street Group Practice</p> <p>http://www.albionstreetgrouppractice.co.uk/info.aspx?p=20</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information and a link to the practice Making a Complaint leaflet which has information on procedures, timeframe etc. • Leaflet includes information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Avicenna Health Centre</p> <p>No website.</p>	<ul style="list-style-type: none"> • No website so visited practice on 15 March 2017. • Comments box was at reception. • No information on complaints procedures were seen.
<p>Aylesbury Partnership (Aylesbury Medical Centre, Commercial Way Surgery & Dun Cow Surgery)</p> <p>http://www.aylesburypartnership.nhs.uk/about-us/practice-policies/complaints/</p> <p><i>(Now part of the Nexus Health Group)</i></p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information and links to the practice Complaints Procedure - short and detailed versions with information about procedure, timeframe etc. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Bermondsey Spa Medical Practice</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website - refer to reception for more details.

http://www.drsabhatti.co.uk/pages/Comments--Complaints	<ul style="list-style-type: none"> • Does have some information regarding procedure i.e. how long to respond. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Blackfriars Medical Practice</p> http://www.blackfriarsmedicalpractice.nhs.uk/pages/Rights-and-Responsibilities	<ul style="list-style-type: none"> • Has some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Borough Medical Centre (Dr Sharma)</p> http://www.drsharma-boroughmedicalcentre.nhs.uk/information/#Suggestions-And-Complaints	<ul style="list-style-type: none"> • Has some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Borough Medical Centre (Dr Misra)</p> http://www.drmisra-boroughmedicalcentre.nhs.uk/information/#Suggestions-And-Complaints	<ul style="list-style-type: none"> • Has some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Camberwell Green Practice</p> http://www.camberwellgreensurgery.nhs.uk/info.aspx?p=20	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information and a link to practice Complaints Procedure - with information about procedure, timeframe etc. • Document has information about support to make a complaint e.g. VoiceAbility, POhWER etc. • Online complaint form available to download and submit.
<p>Melbourne Grove Medical Practice</p> http://www.mgmp.co.uk/your-voice	<ul style="list-style-type: none"> • Has some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Parkside Medical Centre</p> http://www.parksidemedical.co.uk/your-voice	<ul style="list-style-type: none"> • Has some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>DMC Chadwick Road</p> http://www.chadwickroad.nhs.uk/clinics-and-services.aspx?t=5	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information and a link to a practice Complaints Leaflet - with information about procedure, timeframe etc. but saved in different places on website.

	<ul style="list-style-type: none"> Complaint leaflet includes a complaint form. Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>DMC Crystal Palace Road</p> <p>http://www.dmccrystalpalaceroad.co.uk/info.aspx?p=7</p>	<ul style="list-style-type: none"> Complaints information on website. Contact practice manager. Detailed information and a link to a practice Complaints Leaflet - with information about procedure, timeframe etc. Complaint leaflet includes a complaint form. Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>East Street Surgery</p> <p>http://301eaststreetsurgery.co.uk/pages/Suggestion--Complaints</p>	<ul style="list-style-type: none"> Complaints information on website. Contact practice manager. Complaints policy / procedure not on website. Link to download complaints form.
<p>Elm Lodge Surgery</p> <p>http://www.elmlodgesurgery.co.uk/info.aspx?p=7</p>	<ul style="list-style-type: none"> Complaints information on website. Contact practice manager. Detailed information about procedure, timeframe etc. Link to download the practice 'How to Complain' leaflet. No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Falmouth Road Surgery</p> <p>https://www.southwarkgp.co.uk/practice/practice-policies/comments-and-complaints/</p>	<ul style="list-style-type: none"> Complaints information on website. Contact complaints manager. Detailed information on website about procedure, timeframe etc. Online I wish to make a complaint form available to submit. Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Forest Hill Road Group Practice</p> <p>http://fhrgp.co.uk/complaints</p>	<ul style="list-style-type: none"> Complaints information on website. Contact practice manager. Detailed information on website about procedure, timeframe etc. Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Grange Road Practice</p> <p><i>(No website - did have a website last year).</i></p>	<ul style="list-style-type: none"> No website so visited practice on 12 April 2017. Comments box was at reception. Information on complaints procedures were seen.
<p>Hambleton Clinic</p> <p>http://www.southwarkgp.co.uk/practice/practice-policies/comments-and-complaints</p>	<ul style="list-style-type: none"> Complaints information on website. Contact complaints manager. Detailed information on website about procedure, timeframe etc. Online I wish to make a complaint form available to submit. Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.

<p>Hurley at Lister</p> <p>http://hurleyatlister.com/complaints-procedure/</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact the practice manager. • Detailed information about procedure, timeframe etc. • Link to download an information leaflet on complaints available. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Lister Primary Care Centre (Dr Arumugaraasah)</p> <p>http://www.draruandpartners.co.uk/pages/Comments--Suggestions?Highlight=complaints</p> <p><i>(No website last year).</i></p>	<ul style="list-style-type: none"> • Refer to reception for comments and complaints leaflet, no other information about complaints given.
<p>Lister Primary Care Centre (Dr Hossein)</p> <p><i>(No website - no website last year).</i></p>	<ul style="list-style-type: none"> • No website so visited practice on 15 March 2017. • Comments and suggestions box at reception. • No information on complaints procedures were seen.
<p>Maddock Way Surgery</p> <p>www.maddockwaysurgery.co.uk</p> <p><i>(No website last year).</i></p>	<ul style="list-style-type: none"> • Complaints policy / procedure not on website. Link for feedback form online but does not deal with complaints.
<p>Manor Place Surgery and John Kirk Close Surgery</p> <p>http://www.manorplacesurgery.co.uk/p5075.html?a=0</p> <p><i>(Now part of the Nexus Health Group - last year these were two separate websites.)</i></p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact the practice manager. • Detailed information about procedure, timeframe etc. Link to a practice Complaints and Comments Leaflet • Leaflet includes a complaints form. • Leaflet has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>New Mill Street Surgery</p> <p>http://www.newmillstreet.com/info.aspx?p=20</p>	<ul style="list-style-type: none"> • Has some complaints information on website. • Contact the practice manager. • Complaints policy / procedure not on website. • Refer to reception for more information. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Nunhead Surgery</p> <p>http://nunheadsurgery.co.uk/other-information/page/comments-complaints.html</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact the practice manager / complaints manager. • Detailed information about procedure, timeframe etc. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.

<p>Old Kent Road Surgery</p> <p>http://www.oldkentroadsurgery.nhs.uk/practice-policies.aspx</p>	<ul style="list-style-type: none"> • Some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website. • Refers to reception for complaints form. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Park Medical Centre</p> <p>http://www.parkmedicalcentresouthwark.co.uk/practice_p3716.html?a=0</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. Link to a practice How to make a complaint leaflet • Downloadable complaints form to submit a complaint. • Has no information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Penrose Surgery</p> <p>http://www.penrosesurgery.nhs.uk/info.aspx?p=20&pr=G85084&t=1&high=complaints</p>	<ul style="list-style-type: none"> • Some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website, but does say how long it will take to acknowledge a complaint. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Princess Street Group Practice</p> <p>http://www.princessstreetgrouppractice.co.uk/practice_p2540.html?a=0</p> <p><i>(Now part of Nexus Health Group).</i></p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. Link to complaints procedure. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Queens Road Surgery</p> <p>http://www.southwarkgp.co.uk/practice/practice-policies/comments-and-complaints/</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact complaints manager. • Detailed information about procedure, timeframe etc. • Online I wish to make a complaint form available to submit. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Silverlock Medical Centre</p> <p>http://www.southwarkgp.co.uk/practice/practice-policies/comments-and-complaints/</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact complaints manager. • Detailed information about procedure, timeframe etc. • Online I wish to make a complaint form available to submit. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>St Giles Surgery</p> <p>http://www.stgilessurgery.co.uk/info.aspx?p=20</p>	<ul style="list-style-type: none"> • Some complaints information on website. • Contact practice manager. • Complaints procedure not on website - refer to reception for more details.

<p><i>(Two branches - share the same website).</i></p>	<ul style="list-style-type: none"> • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Sternhall Lane Surgery http://sternhalllanesurgery.co.uk/complaints-procedure/</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. Link to a complaints leaflet - but the link is broken. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Surrey Docks Health Centre (Drs Holden, Marrinan et al) http://www.surreydockshc.co.uk/page1.aspx?p=13&pr=G85692&t=8&high=complaints</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. • Link to a practice Making a Complaints leaflet available. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Artesian Health Centre & Decima Street Surgery http://blm2.co.uk/contact-us/complaints-and-suggestions/ <i>(Now part of the Nexus Health Group - used to be The Bermondsey and Lansdowne Medical Mission)</i></p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. • Link to a (Bermondsey and Lansdowne Medical Mission) practice Patient's Complaints Form available. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>The Gardens http://thegardenssurgery.co.uk/general-information/page/complaints.html</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. Link to download a practice 'Making a complaint' leaflet available. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>The Lordship Lane Surgery http://www.thelordshipplanesurgery.net/info.aspx?p=20</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. Link to download a practice complaints policy available. • Link to a complaints form. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>306 Medical Centre http://www.306medicalcentre.nhs.uk/info.aspx?p=20</p>	<ul style="list-style-type: none"> • Complaints information on website. • Contact practice manager. • Detailed information about procedure, timeframe etc. Link to a practice complaints procedure available to download. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.

<p>The Trafalgar Surgery</p> <p>http://www.thetrafalgarsurgery.co.uk/pages/Concerns--Complaints</p>	<ul style="list-style-type: none"> • Some complaints information on website. • Speak to a staff member to get complaints information/form. • No complaints policy/information available online e.g. procedure, timeframe. • No information about support to make a complaint e.g. VoiceAbility, POhWER etc.
<p>Villa Street Medical Centre</p> <p>http://www.villastreetmedicalcentre.nhs.uk/other-gp-surgery-information.shtml#SEC150</p>	<ul style="list-style-type: none"> • Some complaints information on website. • Contact practice manager. • Complaints policy / procedure not on website, but does say how long it will take to respond to a complaint. • Link to practice complaints form available. • Has information about support to make a complaint e.g. VoiceAbility, POhWER etc.