

A guide to making comments and complaints about our services

Newmedica

Eye Health Clinics  Surgical Centres



At Newmedica, we are driven to deliver safe, high quality and friendly healthcare to our patients. We will do our best to ensure that your visits are as comfortable as possible, and provide you with excellent personal and professional care.

There may be times when your expectations are not met. We therefore appreciate all feedback - both good and bad - regarding the care and service that you experienced during your visit.



What happens if I'm not happy with the response?

If you are not happy with our response, please inform the Governance Team and explain why.

Your individual case will then be reviewed again taking into consideration any objections you may have about your feedback. Following this review you will receive a full response within 20 working days.

What happens if I'm still unhappy?

If you are still unhappy, you can escalate your concerns to the local Clinical Commissioning Group Patient Experience Team, details of which can be obtained from the Newmedica Governance Team on 0207 871 6600.

If the Commissioners are unable to resolve the matter you have the right to ask NHS England to review your case:

NHS England
PO BOX 16738
Redditch, B97 9PT

E: england.contactus@nhs.net
T: 0300 311 2233

Please state 'For the attention of the complaints team' in the subject line.

If you are not content with NHS England's reply you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint:

Parliamentary Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

E: phso.enquiries@ombudsman.org.uk

T: 0345 015 4033

Can I get help to make a complaint?

If you would like support in making your complaint, NHS Advocacy is a free, confidential service, and is totally independent of the NHS. You can contact them at nhscomplaintsadvocacy.org or call 0300 330 5454.

Newmedica company details

Newmedica is a trading name of New Medical Systems Limited.

Registered in England & Wales: No. 06211226.

Postal address: 21 St George's Road, London, SE1 6ES.

The complaints process

Our complaints policy ensures your concerns are investigated and that you are given a full and prompt reply. This leaflet outlines our patient complaints procedure and gives you advice on how to get a satisfactory response to your concerns.

Any complaint that we receive is treated in confidence. We undertake to investigate all complaints courteously and sympathetically and to provide a rapid response. All comments and complaints are taken seriously, regardless of their nature.

As part of our commitment to continuous improvement, we encourage patients to provide feedback on our service by using our Patient Satisfaction and Friends and Family Test Questionnaire. These questionnaires are available at all of our clinic sessions and can be provided to all our patients at the end of their appointment.

The feedback we receive from these surveys remain anonymous and is reviewed monthly as well as quarterly. This information is used to identify any changes that need to be made to the service we offer.



Other ways of raising concern

If you encounter any problems, however small, we ask that you tell us as soon as possible. Please highlight any concerns as soon as they arise, rather than waiting, so that we may resolve these in a timely fashion.

You can provide feedback as follows:

During your appointment

During your appointment, please highlight any concerns you have to the clinician undertaking your appointment.

After your appointment

You will have the opportunity to complete our Friends and Family Questionnaire. Each questionnaire is reviewed and action is taken as required.



After discharge from our service

Should you have feedback about any aspect of the service you have received, you can call the service manager on the number on your appointment letter. If you do not wish to feedback directly to the service manager you can contact the Newmedica Governance Team on 0207 871 6600. They will be able to contact the right individual to deal with your concern so that we can deal with any feedback and resolve any issues as quickly as possible.

Alternatively, you can write to the Governance Team at the Newmedica Head Office:

Governance Team
Newmedica
Castleworks
21 St George's Road
London SE1 6ES

Or you can email your feedback directly to:

E: newmedica.governance@nhs.net



How do I make a written complaint?

It is helpful to put all formal complaints in writing. Your letter or email should include the following:

- Who or what has caused your concerns
- Where and when the events took place
- What action you have already taken, if any
- What results you want from your complaint

All written feedback or complaints must be addressed to the Governance Team, who will acknowledge your complaint letter within three working days of receipt.

The individual service managers will be responsible for investigating the complaint and will write to you with the outcome within 20 working days of the acknowledgement. If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay.



