

Healthwatch Southwark is developing its new signposting function. While we are establishing our signposting function, below are key contacts to access health and social services and how to comment or be supported to make a complaint “*complaints advocacy*”.

1. Finding Health Services

Most GP practices are now open for longer hours than you think. Some are open on Saturdays, early mornings and late evenings. **Please call your GP practice to check.**

A) Where do I go if I need to see a doctor outside of Practice Hours?

If your GP practice is closed and you require urgent medical care which does not need to be treated at the Accident & Emergency (A&E), you can:

- **Call SELDOC, the GP service outside of practice hours**

SELDOC (South East London Doctors Co-operative) provides a GP care service for all Southwark patients who need to see a GP outside of normal practice hours and cannot wait until the surgery opens. **Your GP practice should tell you to call SELDOC.**

Dulwich Community Hospital East Dulwich Grove London SE22 8PT 020 8693 9066	Operate from 6.30pm - 8am weekends All day Saturday, Sundays and bank holidays.
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- **Visit Lister Walk-In Centre**

Lister Walk-In Centre offers a **Walk-In GP** service 8am-8pm, 7 days a week for anyone without an appointment. It is run by a group of GPs and Practice Nurses.

Walk-In Centre , Lister Health Centre, 101 Peckham Road, SE15 5LJ 020 3049 8430	Open 8am - 8pm , 7 days a week
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- **Go to the Urgent Care Centre (UCC)**

It will treat patients with **less serious injuries more quickly than** the Accident & Emergency department. It is run by GPs working alongside emergency nurse practitioners and has x-ray facilities.

UCC at Guy's Hospital , Ground Floor, Tabard Annexe, Great Maze Pond, London SE1 9RT, 020 3049 8970	Open 8am - 8pm, 7 days a week, Last patient arrival at 7pm
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B) Finding non-emergency services ONLINE

If you would like to find a GP, dentist, pharmacy, optician or any other health service you can go to [NHS Choices website](#). Here you can search for a service, check if it is accepting new patients and how far away it is from you. You can also leave your feedback about the service as well as read comments from others.

Other useful information:

- [NHS service charges](#)
- [You can check your symptoms online here](#)
- [MY Health London](#) - a useful comparison site for NHS services across London. It can be useful to compare national and local indicators.

2. Finding Social Care Services

Southwark Council has a duty to provide social care services to Southwark residents who are eligible. They buy services from organisations to carry out services and information and advice.

If you have a question or comment about adult social care services, contact their **Call Centre**. They will:

- Provide an initial screening of older people's needs and work with social workers who can assess what services you may need
- Give information about services in Southwark
- Refer you to other social care organisations and health professionals, including private, voluntary and community groups
- Put existing clients in touch with their social worker.

Contact the centre by

Calling the access and information team	<ul style="list-style-type: none">• Lines are open Monday to Friday 9am to 5pm 020 7525 3324• For out of hour enquiries, call the council switchboard on 020 7525 5000
Email	ops@southwark.gov.uk
Or write to	Access and Information team Mabel Goldwin House 49 Grange Walk London SE1 3DY

You can also:

- [Request an assessment for adult social care services](#)
- Access [Community Support services](#) including advice and information on services by contacting Riverside Live time helpline on 0345 155 9033, email iaa@riverside.org.uk, Or [visit the Council's website](#)
- Get online information at the [My Support Choices website](#) relating to health and wellbeing, community activities, options for care homes care and assessments and benefits

3. Making comments / complaints on:

Generally, there are two stages to a complaints procedure;

- Locally resolving the issue, or
- Escalating the concern to a national body.

A) Hospital, mental health or community services

STEP 1: LOCAL RESOLUTION:

- i.) Ask the Hospital Trust for their complaints procedure. Usually this means raising the matter with the person involved or with their organisation/Complaints Manager.
- ii.) **OR** You can contact the Provider through their Patient & Advice Liaison Service (PALS) department. The PAL service will help with healthcare questions and resolve concerns as quickly as possible. It is *considered an informal route and alternative to making an official complaint.*
- iii.) **OR** if you prefer, you can also raise this with NHS England or Southwark CCG

For Community Health Services or Guy's & St. Thomas' Foundation Trust	PALS
For King's College Hospital Foundation Trust	PALS
For Community Mental Health Teams/ South London & Maudsley Foundation Trust	PALS
For any other Southwark health service , please contact NHS Clinical Commissioning Group via the South London Commissioning Support Unit	SLCSU.complaints@nhs.net or telephone 0800 456 1517

STEP 2: ESCALATING THE COMPLAINT

- If you are not satisfied with the outcome, you can refer the matter to the **Parliamentary & Health Service Ombudsman**, who will investigate this further. They are independent of the NHS and Government **0345 015 4033**
<http://www.ombudsman.org.uk/>

B) Primary Care services

(E.g. GP practice or Dentist, pharmacies, optometrist).

STEP 1: LOCAL RESOLUTION:

- Speak to the Practice Manager or person who deals with complaints from the service to resolve your issue.
- **Or**, Contact NHS England for help on **0300 311 22 33** or email England.contactus@nhs.net

STEP 2: NATIONAL

- If you feel your issue has not been resolved to your satisfaction, you can register an official complaint to **NHS England via the Complaints Manager**

Post	NHS England, PO Box 16738
Email	England.contactus@nhs.net (please write 'For the attention of the Complaints Manager' in the subject line.)
Telephone	0300 311 22 33 (Monday - Friday 8am to 5pm, excluding Bank holidays. If you, a friend or family member need support to make a complaint, you can contact the:

C) Social Care services

(Home care services, day centre services)

STEP 1: LOCAL

- Raise the matter with the care provider directly. You can ask for their complaints procedure to understand the stages involved.
- **OR**, Contact Southwark Call Centre where they can advise or resolve queries quickly on **020 7525 3324**, email ops@southwark.gov.uk or the Southwark Complaints Department Team on **020 7525 3977** or email sscomplaints@southwark.gov.uk

STEP 2: NATIONAL

- If you are unsatisfied with the result, you can be referred to the Local Government Ombudsman who will look at your complaint in more detail. They are free and independent and will usually take on your case if the issue has tried to be resolved **locally**.

Helpline www.lgo.org.uk	0300 061 0614 (8.30am - 5pm, Monday to Friday) Or text 'call back' on 0762 480 3014
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D) For Complaints about any other Council service,

Please contact complaints@southwark.gov.uk or call the customer service centre on 020 7525 0042.

4. Getting support to make a complaint or to feed back to services

Health Services

- **At hospitals**

All hospitals have a PAL service. They will offer confidential advice, support and information on health related matters, including investigating your issue or concern.

To complain,

- **Making an official complaint about a National Health service (NHS)**

The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service. They provide free and independent support for people making, or thinking of making, a complaint about their NHS care or treatment. This includes helping you understand the NHS Complaints process and **supporting you** to make a complaint. From 1st April 2013, Southwark residents can contact **VoiceAbility** who provides this service.

Social Care Services

- For **Adult Social Care** queries or complaints, contact: **020 7535 3977** or email sscomplaints@southwark.gov.uk
- For **Children's Social Care** queries or contacts, contact **020 7525 3962**
- Or you can contact Southwark Call Centre who will help resolve your issue or forward to the complaints team.

Southwark based contact details

Southwark Based	For	Contact details
Health services		
GP out of Hours service (SELDOC)	For GP services outside of normal practice hours 6.30pm - 8am weekdays all day weekends/public holiday	East Dulwich Grove London SE22 8PT 020 8693 9066
GP Walk - In Centre	To see a GP - no appointment needed. 8am - 8pm , 7 days	Lister Health Centre, 101 Peckham Road, SE15 5LJ 020 3049 8430
Urgent Care Centre	8am - 8pm , 7 days.	Ground Floor, Tabard Annexe, Great Maze Pond, London SE1 9RT, 020 3049 8970
Social Care services		
Council Social Care centre	All social care enquiries, information and advice	020 7525 3324 ops@southwark.gov.uk
Riverside (IAAA)	Support, info, advice and signposting relating to health and well being	0345 155 9033 , iaa@riverside.org.uk
Comment / Complaints		
NHS England / Southwark Clinical Commissioning Group	Comment or complaint about a NHS service	0300 311 22 33 England.contactus@nhs.net If you have a comment or complaint about any other local health service please contact NHS Southwark Clinical Commissioning Group, via the South London Commissioning Support Unit at SLCSU.complaints@nhs.net or telephone 0800 456 1517
Parliamentary & Health Service Ombudsman	If your issue has not been resolved satisfactory, you can refer to the	0345 015 4033 http://www.ombudsman.org.uk/

	independent service	make-a-complaint/what-happens-to-a-complaint
Hospital comments/ complaints (PALS)		
King's College Hospital NHS FT	<ul style="list-style-type: none"> • Comment or complaint about trust or hospital. 	020 3299 3601 kch-tr.PALS@nhs.net
Guy's & St. Thomas's NHS FT	<ul style="list-style-type: none"> • Support and advice in making a complaint • Information about services 	020 7188 8801 or 8803 pals@gstt.nhs.uk PALS / KIC Ground Floor, North Wing, St Thomas Hospital, Westminster Bridge Road, London SE1 7EH
South London & Maudsley NHS FT		0800 731 2864 Pals@slam.nhs.uk
Support to make a complaint		
NHS Services		
Hospital PALS		See above contact details
Voice Ability (independent complaints advocacy)	Support to help people make a complaint about their NHS care or treatment	nhscomplaints@voiceability.org www.nhscomplaintsadvocacy.org Helpline Number: 0300 330 5454 Textphone Number: 0786 002 2939 Fax Number: 0330 088 3762
Parliamentary & Health Service Ombudsman	If you are unhappy about the outcome of your complaint, they will investigate this further. They are independent from both NHS and Government	0345 015 4033
Adult Social Care Services		
Southwark Adult	Comment or issue	020 7525 3324

Social Care	relating to adult social care services	ops@southwark.gov.uk
	To complain, compliment or comment about an adult social care service	020 7525 3977 sscomplaints@southwark.gov.uk
Local Government Ombudsman	If you are unhappy about the outcome of your complaint, they will investigate this further. Independent from the Council and Government	0300 061 0614
<u>Care Quality Commission (CQC)</u>	National regulator for all NHS health and social care services. They inspect service to see if they are meeting national standards. To report good or poor care by a particular service, you can report it to CQC on their website. Or you can tell Healthwatch and we will share it with CQC	You can email, write or call Details are here http://www.cqc.org.uk/contact-us Telephone: 03000 616161