

Contacting the care quality commission (CQC)

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on **03000 616161**, or alternatively visit the following website: www.cqc.org.uk

ISCAS & Ombudsman

If you are not happy with the response from Trinity Medical Imaging, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates NHS complaints.

You can call the Parliamentary and Health Service Ombudsman's Complaints Helpline on **0345 015 4033** or visit www.ombudsman.org.uk or Textphone (Minicom): **0300 061 4298**

If you are privately funded you can contact the Independent Sector Complaints Adjudication Service (ISCAS).

You can call the Independent Sector Complaints Adjudication Service on **020 7536 6091** or email info@iscas.org.uk

Complaining on behalf of someone else

Please note that Trinity Medical Imaging Ltd keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, Trinity Medical Imaging needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

Complaining to other Authorities

Trinity Medical Imaging management team hope that if you have a problem you will use Trinity Medical Imaging Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact:

Sutton Patient Advice and Liaison Service (PALS)
Sutton Clinical Commissioning Group
NHS Sutton CCG,
Priory Crescent,
Cheam,
Sutton SM3 8LR

Tel : 020 3668 1200

Email: sutccg.complaints@nhs.net

Tel : 020 31372155

Fax : 020 31372156

Email : info@trinitymedicalimaging.co.uk

www.trinitymedicalimaging.co.uk

Trinity Medical Imaging
TMI House
29 Waverley Way
Carshalton Beeches
Surrey SM5 3LQ

Please take a copy

Complaints Procedure

Let us know your views

Trinity Medical Imaging

Our patients, our priority



Let Trinity Medical Imaging know your views

Trinity Medical Imaging is always looking for ways to improve the services it offers to patients. To do this effectively, Trinity Medical Imaging needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can Trinity Medical Imaging continue to build and improve upon the service it offers.

Who we are

Trinity Medical Imaging is one of the foremost providers of private nuclear medicine imaging in London and Surrey. We work with some of the finest nuclear medicine consultants from a wide variety of specialist fields, attracted from London's major teaching hospitals.

At Trinity Medical Imaging we specialise in hybrid imaging with SPECT-CT, and our facility leads the way for SPECT-CT services in the area.

Tell us about our service by completing the comments form in this leaflet

Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

Comments and Complaints Form

Name

Address

Postcode

Telephone No

Date of complaint / comment:

Details:

Signed:

How to complain

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable Trinity Medical Imaging to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- **Within 5 days of the incident that caused the problem**
- OR**
- **Within 5 days from when the complaint comes to your notice**

Trinity Medical Imaging will acknowledge your complaint within three working days.

Trinity Medical Imaging will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When Trinity Medical Imaging looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what Trinity Medical Imaging can do to make sure the problem does not happen again