

Extract from the 2005 Edition of the Southwark Mind Services Directory

Published by Southwark Mind ©2005

Contact us at: Cambridge House,
131 Camberwell Road, London SE5 OHF
Tel: 0207 701 8535 (Answerphone)

Email: info@southwarkmind.org.uk

Visit the fully searchable online version of this directory at
<http://www.southwarkmind.org.uk/searchframe.html>
where you can search by Category, by Keyword and by Postcode

To add details of your project to our database for inclusion in any
future updates phone or email us and ask for a questionnaire form.

Compiled and produced by Alex Clark



CHAPTER 23: COMPLAINTS SERVICES

A range of complaints services for people having problems getting the services they are entitled to or who want to complain for any reason. Also services for people or who have suffered as a result of treatment and wish to take action.

Read the **Description** to find the appropriate service for your complaint.

For mental health issues, see the **SLaM Trust Mental Health Act offices** who can help advise on hospital tribunal and appeal procedures etc

Also see **Action for Victims of Medical Accidents** in **Miscellaneous**.

Health Service Ombudsman

Address1: 10th floor, Millbank Tower

Address2: Millbank

Town/City: London

Postcode: SW1P 4QP

Phone: 0845 015 4033

Other Numbers: Admin: 0207 217 4162 Fax: 0207 217 4000

Email: ohsc.enquiries@ombudsman.gsi.gov.uk

Website: <http://www.ombudsman.gov.uk>

Description: Independent service that considers complaints from public which have not been dealt with satisfactorily at a local level. Considers complaints about all NHS services, including hospitals, health centres etc. Also complaints on clinical judgement issues.

Opening Hours: Mon-Fri 9am-5pm

Travel: Tube: Westminster

Referral: Open access

Independent Complaints Advocacy Service (ICAS) London Area Office

Address1: South East London Regional Office

Address2: Community House, South Street

Town/City: Bromley

Postcode: BR1 1RH

Phone: 0845 120 3784

Website: <http://www.adviceguide.org>

Description: London area office of well established organisation that provides advice and support to people who have a complaint regarding NHS services. You will be allocated a caseworker who can give advice on how to make a complaint, provide help writing letters, accompany you to meetings, and represent you at Review Panels etc. Phone for further details.

Additional Info: This office can provide help with any complaint regarding NHS services in the London area. Can refer to other area offices as required.

Opening Hours: Mon-Fri 9am-5pm

Travel: BR: Bromley

Criteria/Catchment: Anyone with a complaint regarding NHS services in the London area

POPAN (Prevention of Professional Abuse Network)

Address1: 52/53 Russell Square

Town/City: London

Postcode: WC1B 4HP

Phone: Helpline: 0845 4500300

Other Numbers: Admin: 0207 631 5253 Fax: 0207 631 1122

Email: info@popan.org.uk

Website: <http://www.popan.org.uk>

Description: Provide help to people who have been abused by health or social care professionals, or people who are concerned about possible abuse such as friends, family or colleagues. Information, advice, support and advocacy services. Phone for details.

Special Interest Activities: Quarterly newsletter, training for service users and professionals

Opening Hours: Advice line: Mon 1:30pm-4pm and 4:30-7pm, Tues and Wed 10am-12:30pm and 1:30-4pm

Travel: Tube: Russell Square

Referral: Self or any other source

Criteria/Catchment: Nationwide service for adults aged 18-65

23

C
O
M
P
L
A
I
N
T
S

S
E
R
V
I
C
E
S

SLaM Trust - Complaints Department

Address1: Complaints Dept, 9th floor
Address2: Tower Buildings, 11 York Road
Town/City: London
Postcode: SE1 7NX

Phone: 0207 919 2444
Other Numbers: Fax: 0207 919 2507
Email: complaints@slam.nhs.uk

Description: Complaints office of the South London and Maudsley Trust offering advice and mediation services. Responsible for ensuring that all formal complaints are properly investigated. Can assist with local resolutions and independent review panels etc.

Opening Hours: Mon-Fri 9am-5pm

Travel: BR, Tube and Bus: Waterloo

Referral: Open access

Criteria/Catchment: Investigate complaints against the SLaM Trust

Disabled Access - ramps, wide doorways, disabled toilet

SLaM Trust - Mental Health Act Office - Bethlem

Address1: Bethlem Royal Hospital
Address2: Monks Orchard Road
Town/City: Beckenham
Postcode: BR3 3BH

Phone: 0208 776 4317

Description: Mental Health Act office for the Bethlem Hospital. Provide advice to users, relatives and staff. Inform users and relatives of user's rights under the mental health act. Ensures the Trust itself adheres to the act. Phone for further details.

Opening Hours: Phone during office hours

Referral: Open access

**SLaM Trust - Mental Health Act Office
Ladywell Unit, Lewisham**

Address1: 4th floor, Ladywell Unit, Lewisham Hospital
Address2: Lewisham High Street
Town/City: London
Postcode: SE13 6LW

Phone: 0208 333 3030 x8439

Description: Mental Health Act office for Lewisham Hospital. Provide advice to users, relatives and staff. Inform users and relatives of user's rights under the mental health act. Ensures the Trust itself adheres to the act. Phone for further details.

Travel: BR and Bus: Lewisham High St

Referral: Open access

**SLaM Trust - Mental Health Act Office
Lambeth Hospital**

Address1: Oak House, Lambeth Hospital
Address2: 108 Landor Road
Town/City: London
Postcode: SW9 9NT

Phone: MHA Office: 0207 411 6600 Switchboard: 0207 411 6100
Other Numbers: Fax: 0207 411 6405

Description: The Mental Health Act office exists to ensure the Act is followed and provides advice to professionals, service users and carers regarding the lawful application of the Act. Also arranges Mental Health Tribunals and hearings for patients who appeal their section etc. Phone for details.

Special Interest Activities: Training for professionals on the Mental Health Act

Opening Hours: Mon-Fri 9am-5pm

Travel: Tube: Clapham North / Buses: 355 stops at door

Referral: Open access

Criteria/Catchment: For people living in Lambeth assessed to be in need of detention.

SLaM Trust - Mental Health Act Office - St Thomas's

Address1: Scutari Clinic, Adamson Centre
Address2: St Thomas's, Lambeth Palace Rd
Town/City: London
Postcode: SE1 7EH

Phone: 0207 188 6012 or Landor Road office on 0207 411 6121
Other Numbers: 0207 188 6023

Description: Mental Health Act office for St Thomas's Hospital. Provide advice to users, relatives and staff. Inform users and relatives of user's rights under the mental health act. Ensures the Trust itself adheres to the act. Phone for further details.

Opening Hours: Phone and leave message, or phone Landor Road office on 0207 411 6121

Referral: Open access

Criteria/Catchment: Enquiries regarding the Mental Health Act for services based at St Thomas's Hospital

SLaM Trust - Mental Health Act Office North Southwark (Guys)

Address1: Mental Health Act Office, York Clinic
Address2: 47 Weston Street
Town/City: London
Postcode: SE1 3RR

Phone: 0207 188 6992
Other Numbers: Fax: 0207 403 6910

Description: Mental Health Act office for North Southwark area. Provide advice to users, relatives and staff. Inform users and relatives of user's rights under the mental health act. Ensures the Trust itself adheres to the act. Phone for further details.

Opening Hours: Most weekdays 9am-5pm

Travel: BR, Tube and Bus: London Bridge

Referral: Open access

Criteria/Catchment: Any enquiries regarding the Mental Health Act, particularly for services based at Guys Hospital

Disabled Access - ramps, wide doorways, disabled toilet

SLaM Trust - Mental Health Act Office South Southwark (Maudsley)

Address1: Mental Health Act Office, Maudsley Hospital
Address2: Denmark Hill
Town/City: London
Postcode: SE5 8AZ

Phone: 0207 919 2946
Other Numbers: Fax: 0207 919 2941

Description: Mental Health Act office for South Southwark area. Provide advice to users, relatives and staff. Inform users and relatives of user's rights under the mental health act. Ensures the Trust itself adheres to the act. Phone for further details.

Opening Hours: Mon-Fri 9am-5pm

Travel: BR: Denmark Hill / Buses: Any bus to Camberwell Green

Referral: Open access

Criteria/Catchment: This office deals with the administration of the Mental Health Act for services in the Southwark area

SLaM Trust - Patients Information Office Ladywell Unit, Lewisham

Address1: Ladywell Unit, Lewisham Hospital
Address2: Lewisham High St
Town/City: London
Postcode: SE13 6LH

Phone: 0208 333 3030 x8436

Description: This office can provide information and advice about services in the Ladywell Unit. Ward visits, internal mediation, medication advice, info for carers, and can help explain the Trust's complaints procedure. Phone for further details.

Additional Info: Also work with user Linkworkers who visit the wards

Opening Hours: Phone during office hours, answerphone if nobody immediately available

Travel: BR and Bus: Lewisham High St

Referral: Open access

23

C
O
M
P
L
A
I
N
T
S

S
E
R
V
I
C
E
S

SLaM Trust PALS Office

Address1: PALS Office, Maudsley Hospital

Address2: Denmark Hill

Town/City: London

Postcode: SE5 8AZ

Phone: Freephone: 0800 7312864

Other Numbers: Admin: 0207 919 2726

Email: pals@slam.nhs.uk

Description: Telephone service for people needing help with sorting out a healthcare problem, or who have a concern, complaint or suggestion about their care and treatment within the SLaM Trust. Also provide information on local NHS/mental health services. Meetings by appointment only, phone for further details.

Special Interest Activities: Interviews with disabled patients can be arranged in meeting rooms on site.

Additional Info: SLaM PALS covers the entire South London and Maudsley Trust area and has links with other PALS services in other Hospitals and Primary Care Trusts.

Opening Hours: Phone Mon-Fri 9:30am-4:30pm, meetings by appointment only.

Travel: BR: Denmark Hill / Buses: 40, 68, 185, 468

Referral: Open access

Criteria/Catchment: For patients using SLaM Trust services

Southwark PCT PALS Office

Address1: c/o South East London Shared Services Partnership
Address2: 1 Lower Marsh
Town/City: London
Postcode: SE1 7YZ

Phone: Freephone: 0800 587 7170
Other Numbers: Fax: 0207 346 6445
Email: pals@southwarkpct.nhs.uk

Description: Telephone service providing information and advice about local NHS health services. Can liaise with patients concerning complaints, and aims to help resolve complaints swiftly. Fully confidential service, phone for further details.

Additional Info: Telephone service only

Opening Hours: Phone Mon-Fri 9:30am-4:30pm

Referral: Open access

Southwark Social Services Complaints Department

Address1: Mabel Goldwin House
Address2: 49 Grange Walk
Town/City: London
Postcode: SE1 3DY

Phone: 0207 525 3977
Other Numbers: Fax: 0207 525 3955

Description: Complaints department for people in need or in receipt of a service provided or funded by Southwark Social Services. Phone for details.

Opening Hours: Mon-Fri 9am-5pm

Travel: BR: London Bridge / Tube: Bermondsey / Buses: 1, 42, 78, 188

Referral: Open access

Criteria/Catchment: Must need or be in receipt of Southwark Social Services

Disabled Access - ramps, wide doorways, disabled toilet

23

C
O
M
P
L
A
I
N
T
S

S
E
R
V
I
C
E
S