

# Complaints & Comments Leaflet

## Bridport Medical Centre

### LET THE PRACTICE KNOW YOUR VIEWS

Dr Skellern, Wilson & Partners is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. We welcome constructive feedback - 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 the practice continue to build and improve upon the service it offers.

## PRACTICE 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. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**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.

### 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 Amanda Murphy (Deputy Manager) or Eilish Davoren (Practice 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 the practice 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 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will discuss the complaint with you, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice 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 the practice can do to make sure the problem does not happen again

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dr Skellern, Wilson & Partners keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice 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

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact either of the following 2 bodies:

NHS England: (who commission Primary Care Services including GP Surgeries)

NHS England

PO Box 16738

Redditch

B97 9PT

**Tel:** 0300 311 2233

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Dorset Advocacy – For independent support and guidance during the complaints process

Unit 13-15

Jubilee Court

Paceycombe Way

Poundbury

DT1 3AE

**Tel:** 0300 343 7000

**Email:** [enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk)

**Website:** <http://www.dorsetadvocacy.co.uk>

## CONTACTING THE CARE QUALITY COMMISSION

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: <http://www.cqc.org.uk>

## OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Details: \_\_\_\_\_

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Signed: \_\_\_\_\_

**Please post in comments box. The box is checked weekly.**