James Fisher Medical Centre

4 Tolpuddle Gardens Phone: 01202 522622

Muscliffe, Bournemouth

Dorset

BH9 3LQ

**COMPLAINTS and SUGGESTIONS POLICY**

**Our aim is to provide the highest level of care for all our patients. Please let us know if you think that there is any way in which we could improve the service we provide.**

**Making a complaint**

If you have any complaint or concern about the service that you have received from the doctors or staff working for James Fisher Medical Centre, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If this is not possible and you wish to make a complaint, we would like you to let us know in writing **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. We understand that sometimes this is not possible so please let us have details of your complaint:

* Within 12 months of the incident that caused the problem; or
* Within 12 months of discovering that you have a problem, provided that is within 12 months of the incident.

**Please make your complaint in writing** – please give as much information as you can. Address your complaint to the practice for the attention of our Practice Manager, Claudia Sameptru or to our nominated partner, Dr Bridgman.

**Our Response:**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

* We aim to acknowledge your complaint **either verbally or in writing** within 3 working days **of when you raisedit with us**

When we look into your complaint, we aim to:

* Investigate your complaint appropriately and speedily
* Keep you informed as far as is reasonably practicable of the progress of the investigation

At the completion of the investigation your complaint will be discussed with you in detail, either in person or in writing, this may be electronically if you have consented to this in writing and you have not withdrawn that consent.

 **We aim to:**

* investigate what happened and what went wrong
* make it possible for you to discuss the problem with those concerned, if you would like this
* ensure you receive an apology where appropriate
* identify change that can improve the service or ensure a problem doesn’t recur

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this

**What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you remain dissatisfied with the response to the complaint you have the right to complain to an alternative body. (see below.)

**Parliamentary and Health Service Ombudsman**

By post:

The Parliamentary and Health Service Ombudsman,

Millbank Tower,

Millbank,

London

SW1P 4QP

By email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

By telephone: 0345 015 4033

**NHS Commissioning Board- NHS England**

By post:

NHS England,

PO Box 16738,

Redditch,

B97 9PT

By email: england.contactus@nhs.net with ‘For the attention of the complaints manager’ in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays) They will take a note of your complaint and arrange for it to be passed to the complaints manager.

**Healthwatch**

In person: at any Citizens Advice Bureau in Dorset, Poole or Bournemouth.

By telephone: 0300 111 0102

By post:

Healthwatch Dorset,

Freepost

BH1902, 896

Or

Christchurch Road,

Bournemouth,

BH7 6BR

By email via the webite: www.healthwatchdorset.co.uk

**The Independent NHS Complaints Advocacy Service**

By telephone: 0300 343 7000

Via their website: www.dorsetadvocacy.co.uk

A free confidential service that advises and supports people who are complaining about the NHS. The service is independent of the NHS and is currently provided in Dorset, Poole and Bournemouth by Dorset Advocacy.

**Independent Mental Capacity Advocate (IMCA) Resource**

By telephone: 0845 3891762

IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions: including making decisions about where they live and about serious medical treatment options. IMCAs are mainly instructed to represent people where there is no one independent of services, such as a family member or friend, who is able to represent the person.

**The Care Quality Commission**

By phone: 03000 616161

Via their website: www.cqc.org.uk

Reviewed: June 2017

Next review date: June 2019

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

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**Name**  **Telephone:**

**Address:**

**Comments and Suggestions**