

**CROSS ROAD SURGERY, CROSS ROAD, WEYMOUTH, DORSET, DT4 9QX**

**Tel: 01305 774444/768844**

**[www.crossroadsurgery.co.uk](http://www.crossroadsurgery.co.uk)**

### Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We take any comments seriously and you are free to talk to any doctor or member of staff when you feel a matter could have been better handled.

For any issue serious enough to make you feel you have a complaint, we have set up an in-house complaints procedure so that you can tell us of your dissatisfaction and so that we can investigate thoroughly, explain what has happened, admit any shortcomings and take action to remedy any deficiency. Complaints must be made within 12 months of the event. Your complaint should be made in writing, giving full and specific details and addressed to Mrs Purnell, Practice Manager at the above address. In her absence, your complaint will be acknowledged by a member of the administrative team, and the complaint will be dealt with by Mrs Purnell on her return. Your complaint will be acknowledged within 2 working days of receipt.

If your complaint is about our organisation, Mrs Purnell will herself investigate. If the complaint concerns clinical decisions taken by a doctor, it will be referred by Mrs Purnell to one of the GP's to be the investigating party. If your complaint is about the Practice Manager, it will be passed directly to one of the partners. Either the Practice Manager or the Investigating GP may need to contact you during their investigation to ensure that they have fully understood your complaint. When the investigation is complete, you will receive a written summary of the investigation and the opportunity to discuss the result in detail. This will normally be in a timely manner, but if there is any delay and we cannot achieve that for any reason, we will contact you to explain the reason for the delay and let you know how much longer we expect the investigation to take.

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 their permission to do so. A note signed by the person concerned will be needed. We are also unable to deal with questions of legal liability or compensation.

If you are not happy with how we deal with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the PHSO or for further information visit: [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

**Telephone:** 0345 015 4033 – Monday to Friday, 8:30am – 5:30pm

**Write:** The Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London, SW1P 4QP

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)