

## DORSET ADVOCACY

If you would like help in making your complaint or have any questions about the process, you can contact

## DORSET ADVOCACY

13-15 jubilee Court

Paceycombe Court

Poundbury

Dorchester DT1 3AE

Tel: 0300 343 7000; email: [nhscomplaints@dorsetadvocacy.co.uk](mailto:nhscomplaints@dorsetadvocacy.co.uk)).

## NHS England

Usually complaints come direct to the practice. However, if you prefer you can direct it though NHS England:

PO Box 16738

REDDITCH

B97 9PT

Telephone: 0300 311 2233

[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

<http://www.england.nhs.uk/contact-us/complaint>

## KINSON ROAD MEDICAL CENTRE

440 Kinson Road Kinson Bournemouth

BH10 5EY

Tel: 01202 574604

Fax: 01202 590029



## HOW TO MAKE COMMENTS, SUGGESTIONS, COMPLIMENTS AND COMPLAINTS



We always try to give you the best service possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a suggestion, comment or complaint about the services we provide for you. We welcome your comments, both positive and negative, as they let us know when we get it right and where there is room for improvement.

#### **COMMENTS, SUGGESTIONS & COMPLIMENTS**

If you have any comments, compliments or suggestions for improvements in the service we provide, please speak to any member of staff.

#### **COMPLAINTS**

If you are unhappy with any aspect of your care or service, please let us know as soon as possible. Most problems can be sorted out quickly once we are told about them. If you have any concerns, please talk to a member of staff. They will listen to you and try to help you on the spot. If they can't help you immediately, they will look into your concerns and get back to you as quickly as possible. Alternatively you may wish to make a written complaint. In this case you should write to the Practice Manager. Ideally this should be done as soon as possible. If that is not possible, please let us have details of your complaint within 12 months of the incident.

Please note that we have to respect our duty of confidentiality to patients and a patient's written consent will be necessary (unless they are incapable because of physical or mental illness) if a complaint is being made on behalf of that patient.

If your complaint is about our organisation or the delivery of a service, the Practice Manager will investigate. If your complaint concerns clinical decisions taken by a doctor, it will be referred to the doctor concerned. If you would rather that the matter is not dealt with by that particular GP, it will be passed to the Senior Partner, Dr Andrew Brewer. If he himself is the subject of the complaint, the practice manager will investigate the matter with clinical support from another GP.

All written complaints will be acknowledged within 10 working days. We think it is important to deal with complaints swiftly so you will normally be offered an appointment for a meeting to discuss matters within seven days. Alternatively, it may be more appropriate to provide you with a written response. You can expect to receive a written reply with the outcome of our investigation within 20 working days. Occasionally, if we have to make a lot of enquiries, it might take a little longer, but we will keep you informed. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation or a meeting with those involved. We will aim to find out what happened and what went wrong; make it possible 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 we can do to make sure that the problem doesn't happen again and respond in writing to your complaint. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not the case or you feel you cannot raise your complaint with us, you can contact:

The Parliamentary and  
Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

Telephone: 0345 015 4033

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

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)