

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that THE GROVE MEDICAL CENTRE 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, or you are dissatisfied with the response received from us, you can contact either of the following 2 official bodies:

NHS England, PO Box 16738, Redditch, B97 9PT ,
england.contactus@nhs.net – For the attention of The Complaints Manager. Tel 0300 311 2233

Or Clinical Commissioning Group, Vespasian House,
Bridport Road, Dorchester, Dorset DT1 1TS

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>

DORSET ADVOCACY & OMBUDSMAN

DORSET ADVOCACY

The Dorset Advocacy is a free and independent service that listens, offers support and representation to people who are unhappy about their experience with the NHS. You can call them on 0300 343 7000, email nhscomplaints@dorsetadvocacy.co.uk or visit www.dorsetadvocacy.co.uk

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

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



Complaints & Comments Leaflet

LET THE MEDICAL CENTRE KNOW YOUR VIEWS

GP PARTNERS

Dr Aimee Barnes
Dr Nick Berry
Dr Rob Childs
Dr Sally Dangerfield
Dr Ruth Lawes
Dr Liz Long
Dr Charlie Middle
Dr Matt Phelan
Dr Katie Thomas

MANAGING PARTNER

(Practice Manager)
Mrs Alex Kimber

Please Take a Copy

(Revised 01/07/2019)

LET THE PRACTICE KNOW YOUR VIEWS

THE GROVE MEDICAL CENTRE 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. 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.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did we provide a good service and were your needs met?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

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 Mrs Debbie Ryalls, Patient Services Manager or Alex Kimber, Managing Partner 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 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. 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

COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____