

WHAT CANNOT BE DEALT WITH BY THE COMPLAINTS PROCEDURE?

There are some things that are not managed by the NHS complaints procedure. These include:

- events requiring investigation by a profession disciplinary body
- complaints that are the subject of legal action

If you are unsure, please contact the NHS Dorset Customer Care Officer to talk through your situation in confidence.

NHS Dorset

Vespasian House
Barrack Road
Dorchester
Dorset DT1 1TG

www.nhsdorset.nhs.uk

Email: customer.careteam@nhsdorset.nhs.uk

Tel: 01305 368926

NHS Dorset are unable to investigate concerns relating to organisations that provide healthcare services such as GPs, therefore you should direct your complaint to us as your GP in the first instance. However, if you have concerns about doing so, please contact NHS England.

NHS England

PO Box 16738, Redditch B97 9PT
Email: england.contactus@nhs.net
Tel: 0300 311 22 33

WHAT IF I AM STILL DISSATISFIED?

Parliamentary and Health Service Ombudsman

If you are not content with the outcome of your complaint you can ask the Parliamentary and Health Service Ombudsman to investigate your case.

The Ombudsman is independent of both the NHS and government. They are not obliged to investigate every complaint and will normally only review a complaint once it has been through the local resolution stage.

The Parliamentary and Health Service Ombudsman

11th Floor
Millbank Tower
London SW1P 4QP
Tel: 0345 015 4033

MILTON ABBAS SURGERY

Catherines Well, Milton Abbas, Blandford Forum, Dorset DT11 0AT
Tel: 01258 880210
www.masurgery.co.uk

Practice Manager: Mrs Sarah Noble
Email: sarah.noble@dorsetgp.nhs.uk

COMPLAINTS, COMMENTS AND SUGGESTIONS

*Are you happy with the
service you have received?*

If things do go wrong, the surgery would like to hear from you, so that we can quickly put them right and learn from your experiences.

We would also like to know what you think about our services generally and what suggestions you have for improvements. We are also pleased to hear about and pass on your praise and comments about the staff and their efforts to help you.

(August 2022)

INTRODUCTION

We aim to provide you with a high standard of medical treatment and care. If you are happy with the service you have received please tell us about it. However, there may be occasions when you feel we may have fallen short of our aim.

WHO CAN COMPLAIN?

Anyone who is receiving, or has received treatment from or services commissioned by Dorset Clinical Commissioning Group. If you are unable to complain yourself then a friend, carer or relative, with your permission, can complain on your behalf.

WHEN SHOULD I COMPLAIN?

You should make your complaint as soon as possible after the event. We will only investigate complaints that are either:

- within 12 months of the event: or
- within 12 months of you becoming aware of a cause of complaint.

Occasionally complaints will be investigated outside these time limits if there are good reasons why you could not complain earlier.

WHO DO I COMPLAIN TO?

We take any comments seriously and urge you to talk to the Practice Manager when you feel a matter could have been better handled.

In many cases the problem can be sorted out straight away. If you would prefer to talk to someone who is not involved in your care you can contact Dorset Advocacy.

Your complaint will be investigated as quickly as possible. An action plan and timescale for resolving your concerns will be agreed with you.

We may need to contact other members of staff to find out what has happened and decide what action is required to resolve your complaint. This part of the complaints procedure is called local resolution.

WHERE CAN I GET HELP WITH MY COMPLAINT?

Dorset Advocacy

Help with NHS Complaints is a free and independent service that listens, offers support and representation to people who are unhappy about their experiences with the NHS. If you need help and support to make a complaint contact Dorset Advocacy at:

13-15 Jubilee Court
Paceycombe Way
Dorchester
Dorset
DT1 3AE

www.dorsetadvocacy.co.uk

Email: nhscomplaints@dorsetadvocacy.co.uk

Tel: 0300 343 7000

Healthwatch Dorset

The consumer champion for health and social care services. Healthwatch listens to what people have to say about their local health and social care services (both the good and the not so good) and uses that feedback to work with the providers of those services to make things better for local people. They can't deal with individual complaints but they can use your views to influence the decision makers. Contact Healthwatch Dorset at:

Freepost BH1902,
896 Christchurch Road,
Bournemouth
BH7 6BR

www.healthwatchdorset.co.uk

Email: enquiries@healthwatchdorset.co.uk

Tel: 0300 111 0102