

MAKING A COMPLAINT ON BEHALF OF SOMEONE ELSE

Please note that we adhere fully to the rules of patient confidentiality. Therefore, if you are complaining of behalf of a patient, you must have their written permission to do so. Our complaints form contains a section which provides consent where necessary.

NEED HELP MAKING YOUR COMPLAINT?

If you have a query or concern, but you're not sure if you want to make a complaint or how to go about the process, you can speak to the **Dorset Advocacy**.

Tel: 0300 343 7000

Email: nhscomplaints@dorsetadvocacy.co.uk

Website: www.dorsetadvocacy.co.uk

OTHER CONTACTS

If you would like to complain about another NHS Service, please contact:

Dorset Clinical Commissioning Group

Canford House
Discovery Court Business Centre
551-553 Wallisdown Road
Poole
BH12 5AG
01305 368926

complaints@dorsetccg.nhs.uk

If you remain dissatisfied following Practices / CCG local resolution you have the right to contact the:

Health Service Ombudsman, Millbank Tower,
Millbank, London, SW1P 4QP
Tel: 0845 0154033

E-mail: phso.enquiries@ombudsman.org.uk

Website:- www.ombudsman.org.uk

Patient Information Leaflet

The Adam Practice

Hamworthy Surgery, 306 Blandford Road, Hamworthy, BH15 5JQ
01202 679234

Poole Surgery, 117 Longfleet Road, Poole, BH15 2HX
01202 676111

Upton Surgery, Upton Cross, Poole, BH16 5PW
01202 622339

Heath Cottage Surgery, 40 High Street, Lychett Matravers, BH16 6BG
01202 632764

Email (for all sites): theadam.practice@dorset.nhs.uk



THE ADAM PRACTICE

Complaints, Compliments & Suggestions

For practice news and information

www.adampractice.co.uk

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Our aim at The Adam Practice is to provide you with a high standard of medical treatment and care, and we are anxious to learn of any instances where you feel we have fallen short of this aim. We welcome your comments, both positive and negative, as these let us know when we are doing things right and show us where there is room for improvement.

This leaflet explains how you can make these suggestions, compliments or complaints about services provided and/or staff members at The Adam Practice.

COMPLIMENTS

If you are happy with the care you have received, or a service by any of our staff, please let us know. Letters can be addressed to the Service Delivery Manager, or to any of the Doctors. Alternatively, these can be emailed in to theadam.practice@dorset.nhs.uk These are always very much appreciated.

SUGGESTIONS

If you have any suggestions for making changes or improvements to the way we provide our services, please complete a 'Suggestion Form' and place in the 'Suggestions Box' located in each surgery's waiting rooms. Alternatively, these can be emailed in to theadam.practice@dorset.nhs.uk

We also have a **Patient Participation Group (PPG)** who are actively involved in assisting the practice with ideas for improving the services we provide to our patients. This group is a 'virtual' group, and communicate via email.

If you are interested in joining our PPG, please visit our website www.adampractice.co.uk and complete an application form. Alternatively, ask a member of our Reception team for assistance.

COMPLAINTS

If you are unhappy with any aspect of your care, please let us know as soon as possible. We operate an in-house Practice Complaints Procedure, which meets national guidelines.

How to Complain:

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. All complaints must be brought to our attention within 12 months of the incident.

All complaints should be addressed to the Service Delivery Manager (designated complaints manager). Whether your complaint is verbal or in writing, an acknowledgement letter will be sent to you within three working days of receipt. The complaint details will then be investigated by the Service Delivery Manager, and either discussed in a Practice meeting, or in a one-to-one meeting with the relevant parties.

Following this investigation a letter will be sent out which will include:

- An explanation of how the complaint has been considered
- The conclusions reached; including any matters for which remedial action is needed and confirmation that these have been completed, or that there is a process in place for doing so.