

COMMENTS, SUGGESTIONS AND COMPLAINTS

This leaflet explains how you can make suggestions, comments and complaints about services provided by The Banks and Bearwood Medical Centre.

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.

LETTERS OF APPRECIATION

If you have been happy with the care you have received, please let us know. Letters to the Practice Manager, Mrs Sarah Wilson, or individual doctors are very much appreciated.

SUGGESTIONS AND COMMENTS

If you have any suggestions for making changes or improvements to the way we provide our services, please complete the form and post it the *Suggestion/Comments Box* in Reception.

If you have a query or concern, but do not want to make a complaint, please contact the Practice Manager or member of the Reception Team who will be happy to assist you.

COMPLAINTS

At The Banks and Bearwood Medical Centres we try to ensure that all patients are pleased with their experience of our service and we take complaints very seriously. If you need to complain, you will be dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We learn from every mistake that we make and we attempt to respond to patients' concerns in a caring and sensitive way. If you are unhappy with any aspect of your care or service, please let us know as soon as possible. We operate an In-House Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets National criteria.

How do I complain?

We hope that most problems can be sorted out easily and quickly, often at the time they arise. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to Mrs Sarah Wilson, our Practice Manager. We will acknowledge your complaint within 3 working days - either orally or in writing - and offer to discuss the matter. We will include in the discussion how the complaint will be handled and the likely period for completion of the investigation and responding to you. We will send a written response as soon as reasonably

practicable after completing the investigation, 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 will be taken
- Details of your right to take this complaint to the Parliamentary & Health Service Ombudsman

We aim to provide a written response within 10 working days. Please see our Practice website for further details.

Complaining on Behalf of Someone Else:

You can also make a complaint on someone else's behalf (eg an elderly relative) if they are unable to do this personally. However, you must have their written permission.

NHS COMPLAINTS PROCEDURE

Under the NHS Complaints Procedure, complaints are usually investigated only if they are made within 12 months of the event, or within 12 months of you realising that you have something to complain about. However, this 12 month limit does not apply if there were good reasons for not making the complaint within the time limit, or despite the delay, it is still possible to investigate matters effectively and fairly.

We hope that if you have a problem you will use our In-house Complaints Procedure. We believe

this will give us the best chance of putting right whatever has gone wrong and will give us the opportunity to improve our Practice. If you wish, you can choose to complain to any of the following organisations rather than to the Practice:

Parliamentary and Health Service Ombudsman

By post: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

By email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

By telephone: 0345 015 4033

NHS Commissioning Board- NHS England

By post: NHS England, PO Box 16738, Redditch, B97 9PT

By email: england.contactus@nhs.net with 'For the attention of the complaints manager' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays). They will take a note of your complaint and arrange for it to be passed to the complaints manager.

The Independent NHS Complaints Advocacy Service

By telephone: 0300 343 7000

Via their website: www.dorsetadvocacy.co.uk

A free confidential service that advises and supports people who are complaining about the NHS. The service is independent of the NHS and is currently provided in Dorset, Poole and Bournemouth by Dorset Advocacy.

Healthwatch

In person: at any Citizens Advice Bureau in Dorset, Poole or Bournemouth.

By telephone: 0300 111 0102

By post: Healthwatch Dorset, Freepost BH1902, 896 Christchurch Road, Bournemouth, BH7 6BR

By email via the website:

www.healthwatchdorset.co.uk

Independent Mental Capacity Advocate (IMCA) Resource

By telephone: 0845 3891762

IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions: including making decisions about where they live and about serious medical treatment options. IMCAs are mainly instructed to represent people where there is no one independent of services, such as a family member or friend, who is able to represent the person.

The Care Quality Commission

By phone: 03000 616161

Via their website: www.cqc.org.uk

You can contact the CQC if you are unhappy with a service even when you don't want to make a complaint.

Please Note:

Our In-house Practice Complaints Procedure does not deal with matters of legal liability or compensation.

BANKS AND BEARWOOD MEDICAL PRACTICE

HOW TO MAKE COMMENTS, SUGGESTIONS AND COMPLAINTS

Banks Medical Centre
272 Wimborne Road
Winton

Bournemouth
BH3 7AT

Tel: 01202 593444

Fax: 01202 548534

Bearwood Medical Centre
Knights Road

Bearwood
Bournemouth

BH11 9ST

Tel: 01202 593444

Fax: 01202 590107

www.bearwoodmedicalpractice.co.uk