

PRACTICE COMPLAINTS PROCEDURE

Document History			
Date	Action/Amendments	By Whom (name/job title)	New Review Date
April 2019	Annual Review – no changes	APM/DW	April 2020
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April 2020	Annual Review – no changes	APM/DC	April 2021
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If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria and Dr Mark Deverell is responsible for ensuring compliance with arrangements. Mrs Dawn White (Practice Manager) is the complaints manager. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

How to complain

Our aim at The Old Dispensary is to provide you with a high standard of medical treatment and care. We are keen to learn of any instances where you may feel we have fallen short of our aim. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. 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** – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint **within 12 months of an incident happening or of becoming aware of the matter complained about.**

The 12 month time limit does not apply if the practice is satisfied that there were good reasons for not making the complaint within that time limit or that despite the delay, it is still possible to investigate matters fairly and effectively. Complaints made orally and resolved to the complainant's satisfaction not later than the next working day are not included in these complaints procedures. Written complaints should be addressed to Dr Mark Deverell or to the Practice Manager.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the written consent of the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What we shall do

We shall acknowledge your complaint within 3 working days either orally or in writing, and offer to discuss the matter with you. If you do not wish to accept the offer of a discussion, we will decide how to handle the complaint, based on the available information. A letter will be sent to you setting out how the complaint will be investigated and the expected timescales. We will aim to have looked into your complaint within 14 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall 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 the problem does not happen again
- advise you of your right to take your complaint to an alternative body (see below)

We will provide a written response as soon as reasonably practicable after completing the investigation. We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you remain dissatisfied with the response to the complaint you have the right to complain to an alternative body.

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 Team' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm Wednesday 9:30am 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.

Evolving Communities (Previously known as Healthwatch)

In person (or by telephone 0344 245 1291) at any Citizens Advice Bureau in Dorset, Poole or Bournemouth

By post: Evolving Communities CLC, Unit 4, Hampton Park West, Melksham, Wiltshire, SN12 6LH

By email: info@evolvingcommunities.co.uk

By telephone: 01225 701851

The Independent NHS Complaints Advocacy Service

By telephone: 0300 343 7000

Email: enquiries@dorsetadvocacy.co.uk

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.

Independent Mental Capacity Advocate (IMCA) Resource

By telephone: 0300 330 5499 (general enquiries)

Email: imca@voiceability.org

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.

This information is also available on our website www.theolddispensary.co.uk