

COMMENTS, SUGGESTIONS AND COMPLAINTS

This leaflet explains how you can make suggestions, comments and complaints about services provided by The Panton Practice. We welcome all your comments, both positive and negative, as they let us know when we are doing well 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 – Jo Legrave, or individual Doctors are very much appreciated.

SUGGESTIONS

If you have any suggestions for making changes or improvements to the way we provide our services, please ask at Reception for a 'Suggestions & Comment Form', complete it and post it in the *Suggestions* Box in the porch area at Gervis Road and the Reception waiting room at St Leonards Road surgeries.

COMPLAINTS

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 to 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 in person, in writing including email pantonpractice@nhs.net to Mrs Jo Legrave, our Practice Manager, or any of the Doctors.

Our Response:

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We aim to acknowledge your complaint **either verbally or in writing** within 3 working days **of when you raised it with us**. We will investigate your complaint appropriately and keep you informed as far as reasonably practicable of the progress of the investigation; we will write to you with the outcomes.

When we investigate your complaint, we shall aim to:

- find out what happened and explain how the complaint has been considered.
- make it possible for you to discuss the problem
- make sure you receive an appropriate apology
- identify what we can do to make sure the problem doesn't happen again.

You can also make a complaint on someone else's behalf (e.g. an elderly relative) if they are unable to

do so, but in order for the practice to provide you with a response, we will first have to establish that the patient has provided consent for their information to be shared with you or that there are other grounds for sharing this information'

QUERIES OR CONCERNS

If you have a query or concern, but do not want to make a complaint, we have a Management Team at the Surgery who will be happy to assist you in answering your queries or concerns. Please ask at Reception to speak to Mrs Jo Legrave or telephone them on 01202 411700. If they do not have the answer immediately, they will call you back when the information is available.

DORSET ADVOCACY SERVICE

Alternatively you can contact the Dorset Advocacy Service on 0300 343 7000 or write to them at

Dorset Advocacy
13-15 Jubilee Court
Paceycombe Way
Dorchester
DT1 3 AE
nhscomplaints@dorsetadvocacy.co.uk
www.dorsetadvocacy.co.uk/page54.html

Support for Complainants

Advice and support is available to complainants at all stages from the Independent Complaints Advocacy Service. Their contact details are

Independent Complaints Advocacy Service
Clarendon House
9-11 Church Street
BASINGSTOKE
RG21 7QG
Tel: 0300 330 5454
Email: www.nhscomplaints@voiceability.org

NHS COMPLAINTS PROCEDURE

We hope that if you have a problem you will use our in-house complaints procedure as defined on the reverse of this leaflet. 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 feel you cannot raise your complaint with us, you should write to or email:

NHS England
PO Box 16738
Redditch
B97 9PT
0300 311 2233
www.england.contactus@nhs.net

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, despite the delay, it is still possible to investigate matters effectively and fairly. There are two stages to the NHS Complaints Procedure:

- 1st Stage - Local Resolution **either** by the practice – The Panton Practice **or** NHS England.
- 2nd Stage –Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP Tel: 0345 015 4033 or email phso.enquiries@ombudsman.org.uk website <http://www.ombudsman.org.uk>

At the Panton Practice we try to ensure that all our patients are pleased with 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 try to learn from any mistake that we make, and we endeavour to respond to patients' concerns in a caring and sensitive way in order to continually improve our service.

Please note: Our NHS in-house practice complaints procedure is not able to deal with matters of legal liability or compensation

*Dr Claire Marshall
Dr Rob Graham
Dr Aleksander Domanski*

HOW TO MAKE COMMENTS, SUGGESTIONS AND COMPLAINTS

THE PANTON PRACTICE

14 Gervis Road
Bournemouth
Dorset
BH1 3EG
Telephone No: 01202 411700

20 St Leonards Road
Bournemouth
Dorset
BH8 8QN
Telephone No: 01202 411700