

## **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 or in writing to Mrs Jo Legrave, our Practice Manager, or any of the Doctors. We shall acknowledge your complaint within three working days in writing. We will investigate your complaint appropriately and speedily and keep you informed as far as is reasonably practicable of the progress of the investigation. At the completion 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 you must legally have their written permission.

## **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 Mrs Jill Franklin 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](mailto:nhscomplaints@dorsetadvocacy.co.uk)  
[www.dorsetadvocacy.co.uk/page54.html](http://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](mailto: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](http://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:

- 1<sup>st</sup> 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](mailto: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 Adam Sawyer  
Dr Roberta King  
Dr Claire Marshall  
Dr Rob Graham*

# **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