

WHAT IF I AM STILL DISSATISFIED?

Parliamentary and Health Service Ombudsman

If you are not content with the outcome of your complaint you can ask the Parliamentary and Health Service Ombudsman to investigate your case.

The Ombudsman is independent of both the NHS and government. They are not obliged to investigate every complaint and will normally only review a complaint once it has been through the local resolution stage.

Contact details for the Ombudsman can be found below.

USEFUL NAMES AND ADDRESSES

Dorset Clinical Commissioning Group

Vespasian House
Poundbury Road
Dorchester
Dorset DT1 1TS
Tel: 01305 368900
www.dorsetccg.nhs.uk

CCG Customer Manager

www.feedback@dorsetccg.nhs.uk
Tel: 01305 368914

Independent Complaints Advocacy Service (ICAS)

www.nhscommissioningboard@hscic.gov.uk
Tel: South West: 0845 1203 782

Dorset Advocacy

13-15 Jubilee C9urt
Paceycombe Way
Dorchester
Dorset
DT1 3AE
www.dorsetadvocacy.co.uk
0300 343 7000

The Parliamentary and Health Service Ombudsman

11th Floor
Millbank Tower
London SW1P 4QP
Tel: 0345 015 4033

NHS England

NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233

Mrs Carol Taylor
Complaints Officer
Puddletown Surgery
Athelhampton Road
Puddletown
Dorchester
Dorset DT2 8FY
Tel: 01305 848333
Fax 01305 848061
e-mail carol.taylor@gp-J81616.nhs.uk
www.puddletownsurgery.co.uk

PUDDLETOWN SURGERY

Athelhampton Road Puddletown DT2 8FY

Tel: 01305 848333 Fax: 01305 848061

www.puddletownsurgery.co.uk

COMPLAINTS, COMMENTS AND SUGGESTIONS

*Are you happy with the
service you have received?*

If things do go wrong, the Surgery would like to hear from you, so that we can quickly put them right and learn from your experiences.

We would also like to know what you think about our services generally and what suggestions you have for improvements. We are also pleased to hear about and pass on your praise and comments about the staff and their efforts to help you.

Dorset Advocacy
and
NHS Complaints Procedure

(May 2013)

INTRODUCTION

Our aim is to provide you with a high standard of medical treatment and care. If you are happy with the service you have received why not tell us about it? However, there may be occasions when you feel we may have fallen short of our aim.

We take any comments seriously and we urge you to talk to the Practice Manager when you feel a matter could have been better handled.

WHO CAN COMPLAIN?

Anyone who is receiving, or has received treatment from Dorset Clinical Commissioning Group or from services commissioned by Dorset Clinical Commissioning Group.

If you are unable to complain yourself then a friend, carer or relative, with your permission, can complain on your behalf.

WHEN SHOULD I COMPLAIN?

You should make your complaint as soon as possible after the event. We will only investigate complaints that are either:-

- within 12 months of the event: or
- within 12 months of you becoming aware of a cause of complaint.

Occasionally complaints will be investigated outside these time limits if there are good reasons why you could not complain earlier.

WHO DO I COMPLAIN TO?

Talk about your concerns with the Practice Manager. In many cases she can sort out the problems straight away. If you would prefer to talk to someone who is not involved in your care you can contact Dorset Advocacy. Contact details for Dorset Advocacy can be found on the back of this leaflet.

Your complaint will be investigated as quickly as possible. An action plan and timescale for resolving your concerns will be agreed with you

We may need to contact other members of staff to find out what has happened and decide what action is required to resolve your complaint. This part of the complaints procedure is called local resolution.

WHERE CAN I GET INDEPENDENT ADVICE ABOUT MY COMPLAINT

If you need help to make a complaint the Independent Complaints Advisory Service (ICAS) offers advice and support. ICAS is independent of the NHS and is free. Contact details for ICAS can be found on the back of this leaflet

WHAT CANNOT BE DEALT WITH BY THE COMPLAINTS PROCEDURE?

There are some things that are not managed by the NHS complaints procedure. These include:-

- events requiring investigation by a profession disciplinary body
- complaints that are the subject of legal action

If you are unsure, please contact the CCG customer care team to talk through your situation in confidence. Contact details for the CCG customer care team can be found on the back of this leaflet.

DORSET ADVOCACY—Help with NHS complaints

Dorset Advocacy is a free and independent service that listens, offers support and representation to people who are unhappy about their experience with the NHS.

You may already have started a complaint, or you may just be wondering what to do next. If you decide to make a formal complaint Dorset Advocacy can help you to come up with the right wording and tell you where to send your complaint and will offer you face-to-face support. Dorset Advocacy can help you to prepare for local resolution and other meetings : they may support you if you wish at these meetings.

[e-mail enquiries@dorsetadvocacy.co.uk](mailto:e-mail_enquiries@dorsetadvocacy.co.uk)
[0300-343-700](tel:0300-343-700) www.dorsetadvocacy.co.uk