

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

NHS Dorset Customer Care Team
County Hall
Colliton Park
Dorchester
DT1 1XJ
www.nhsdorset.nhs.uk
customer.careteam@nhsdorset.nhs.uk
Tel: 01305 368926

The Parliamentary and Health Service Ombudsman
11th Floor
Millbank Tower
London SW1P 4QP
Tel: 0345 015 4033
www.ombudsman.org.uk

The Advocacy People
PO Box 375
Hastings
East Sussex
TN34 9HU
info@theadvocacypeople.org.uk
www.theadvocacypeople.org.uk
0330 440 9000

NHS England
NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233
england.contactus@nhs.net

Clare Stickland - Practice Manager
Puddletown Surgery
Athelhampton Road
Puddletown
Dorset
DT2 8FY
Tel: 01305 848333 Fax: 01305 848061
Email: clare.stickland@dorsetgp.nhs.uk
www.puddletownsurgery.co.uk

Healthwatch Dorset
The Bridge
Chaseside
Bournemouth BH7 7BX
Tel 0300 111 0102
www.healthwatchdorset.co.uk
enquiries@healthwatchdorset.co.uk

Or find us at your local Citizens Advice.

PUDDLETOWN SURGERY

Athelhampton Road, Puddletown, Dorset DT2 8FY
Tel: 01305 848333

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.

(April 2024)

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 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 NHS Dorset or from services commissioned by NHS Dorset.

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.

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 NHS Dorset to talk through your situation in confidence. Contact details for the NHS Dorset customer care team can be found on the back of this leaflet.

WHERE CAN I GET HELP WITH MY COMPLAINT?

The Advocacy People – our health is one of the most important things we have; we expect the best from our NHS doctors and nurses and others that look after our health. If something goes wrong it can be distressing, even devastating. We don't always know who to complain to, what to say or how to say it. Help with NHS Complaints is a free and independent service that listens, offers support and representation to people who are unhappy about their experiences with the NHS. If you need help and support to make a complaint call **0330 440 9000** or use the contact form on our website:

www.theadvocacypeople.org.uk

or you can email:

info@theadvocacypeople.org.uk

Healthwatch Dorset – the consumer champion for health and social care services. Healthwatch listens to what people have to say about their local health and social care services (both the good and the not so good) and uses that feedback to work with the providers of those services to make things better for local people. They can't deal with individual complaints but they can use your views to influence the decision makers.

Contact details are on the back of this leaflet.