

Comments, suggestions and complaints

This leaflet explains how you can make suggestions, comments and complaints about services provided by the Bournemouth University Medical Service

We welcome your comments, both positive and negative, as they let us know when we get it right 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 – Mrs Judith Young - 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 complete the form and post it in the Suggestion/Comments Box at the Reception Desk.

Practice Patient Advice and Liaison Service (PALS)

If you have a query or concern, but do not want to make a complaint, we have two Patient Advice and Liaison Officers who will be happy to assist you in answering your queries or concerns. Please contact, Andrea Robertson, Practice Support Manager on 01202 636400 based at Talbot Medical Centre or Angela Deacon, Practice Support Manager at Northbourne Surgery site on 01202 574100. If they do not have the answer immediately, they will call you back when the information is available.

Alternatively, you can contact:

The Independent Advocacy Service (ICAS)
c/o Clarendon House
9-11 Church Street
BASINGTOKE
Contact number: 0845 120 3782.
Website: www.seap.org.uk/icas/index.html

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 do I 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. Written complaints should be addressed to Judith Young, Practice Manager.

We will acknowledge your complaint within 3 working days - either orally or in writing - and offer to discuss the matter. We will include in the discussion how the complaint will be handled and the likely period for completion of the investigation and responding to you. We will send a written response as soon as reasonably practicable after completing the investigation, which will include:

- An explanation of how the complaint has been considered,
- The conclusions reached, including any matters for which remedial action is needed and will be taken
- Details of your right to take this complaint to the Parliamentary & Health Service Ombudsman

Complaining on behalf of someone else

You can also make a complaint on someone else's behalf (e.g. an elderly relative) if they are unable to do this personally. However, you must have their written permission.

NHS Complaints Procedure

We hope that if you have a problem you will use our In-house Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and will give us the opportunity to improve our Practice.

Alternatively, you may choose to make your complaint orally, in writing or electronically to NHS England to:

Central Complaints Team
NHS Commissioning Board
PO Box 16738
REDDITCH
B97 9PT
Email: England.contact@nhs.net
Contact number: 0300 311 2233

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 within the time limit, or despite the delay, it is still possible

to investigate matters effectively and fairly.

There are 2 stages to the NHS Complaints Procedure:

- **1st Stage** - local resolution, either by the Practice – Talbot Medical Centre, or the **NHS Commissioning Board**
PO Box 16738
REDDITCH
B97 9PT
Email: nhscommissioningboard@hscic.gov.uk
Contact number: 0300 311 2233
- **2nd Stage** – Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP
Contact number: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

At Talbot Medical Centre we try to ensure that all patients are pleased with their experience of 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 learn from every mistake that we make and we attempt to respond to patients' concerns in a caring and sensitive way.

Please note:

Our In-house Practice Complaints Procedure does not deal with matters of legal liability or compensation.

HOW TO MAKE COMMENTS, SUGGESTIONS & COMPLAINTS

Bournemouth University Medical Service

Talbot House
60 Gillett Road
Talbot Village
Bournemouth
Dorset
BH12 5BB
Telephone no: 01202 965378

