

### ***Comments, Suggestions and Complaints***

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

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 Simon Davey, Operations Manager - 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 hand into the Reception Desk at the Medical Centre in Talbot House.

### ***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, Simon Davey, Operations Manager on 01202 636400 based at Talbot Medical Centre or Angela Deacon, Practice Support Manager at Northbourne Surgery on 01202 574100. If we do not have the answer immediately, we will call you back when the information is available.

Alternatively, you can contact:

#### ***The Advocacy People***

***PO Box 375***

***Hastings***

***East Sussex***

***TN34 9HU Telephone: 0330 440 9000 Email:***

***[info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk) Website***

***<https://www.theadvocacypeople.org.uk/contact>***

### ***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. Complaints should be addressed in writing to Simon Davey, Operations Manager, Talbot Medical Centre, 63 Kinson Road, Bournemouth, BH10 4BX. Alternatively, you can email your complaint to [admin.talbot@nhs.net](mailto:admin.talbot@nhs.net)

We will acknowledge your complaint within 3 working days either orally or in writing. We will communicate with you 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 be a maximum of 21 working days, to 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 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:

#### ***Complaints Team***

***NHS England***

***PO Box 16738***

***REDDITCH***

***B97 9PT***

***Email: [england.contact@nhs.net](mailto: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:

- **1<sup>st</sup> 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](mailto:nhscommissioningboard@hscic.gov.uk)**  
**Contact Number: 0300 311 2233**
- **2<sup>nd</sup> Stage –**  
**Parliamentary & Health Service**  
**Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London, SW1P 4QP**  
**Contact Number: 0345 015 4033**  
**Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**  
**Website: <http://www.ombudsman.org.uk>**

At Bournemouth University 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

**BU**  
**Bournemouth  
University**