

COMMENTS, SUGGESTIONS AND COMPLAINTS

This leaflet explains how you can make suggestions, comments and complaints about services provided by Rosemary 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 the Practice Manager – Mike Mimms, 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, you can let us know (anonymously, if you wish) via our red *Suggestions* box located in the waiting room next to the entrance to the conservatory. Alternatively, you can follow the links on our website and submit your suggestions via email.

<http://www.rosemarymedicalcentre.co.uk>

PATIENT ADVICE AND LIAISON SERVICE (PALS)

If you have a query or concern, but do not want to make a complaint, you can contact PALS (Patient Advice and Liaison Service). This NHS service is free of charge and is designed to offer advice and support to patients, their families and carers. They will be able to provide information on NHS services, listen and respond to concerns, suggestions or queries and will help to sort out any potential problems quickly on your behalf.

Contact a PALS officer on Tel: 01202 318954.

Alternatively, you can contact:

The Independent Advocacy Service (ICAS), c/o Clarendon House,
9-11 Church Street,
BASINGTOKE,
Telephone 0845 120 3782.

Website <http://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 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 to Mike Mimms, our Practice Manager. We will acknowledge your complaint within three 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 that these will be taken
- details of your right to take this complaint to the Health Service Commissioner under the 1993 Act.

Complaining on behalf of someone else

You can also make a complaint on someone else's behalf (eg an elderly relative) if they are unable to but 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 an opportunity to improve our practice

You may choose to make your complaint orally, in writing or electronically to the PCT rather than the Practice to:

Complaints Manager (NHS)
Bournemouth and Poole
Canford House
Discovery Court Business Centre
551-553 Wallisdown Road
Poole BH12 5AG

Direct tel: 01202 541900
email: complaints@bp-pct.nhs.uk

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 two stages to the NHS Complaints Procedure:

- 1st stage - local resolution, either by the Practice – Rosemary Medical Centre, or the PCT – NHS Bournemouth & Poole.
- 2nd stage – Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.
Tel: 0345 015 4033. e-mail: phso.enquiries@ombudsman.org.uk
Website: <http://www.ombudsman.org.uk>

At the Rosemary 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 AND COMPLAINTS

ROSEMARY
MEDICAL
CENTRE

Rosemary Medical Centre
2 Rosemary Gardens
Parkstone
Poole
BH12 3HF
TEL: 0844 477 3101