**Wyke Regis & Lanehouse Medical Practice**

**Complaints Procedure**

The Practice has an in-house complaints procedure, which is available to all our patients. If required, receptionists can issue a leaflet describing this procedure.  Any complaints may be discussed in the first instance with one of the Management Team.  All complaints will be dealt with in the strictest confidence.

**Practice Complaints Procedure**
We always try to give you the best service possible, however, there may be times when you feel this has not happened. Here we explain what to do if you think you need to raise a concern or make a complaint about services provided by our Practice

**How do I make a complaint?**
If you wish to make a complaint, you can telephone, write or email wykeregis.postmaster@dorsetgp.nhs.uk to contact the practice Management Team. If you prefer, please ask for a complaint form, to complete and return to the practice. The Management Team will acknowledge the complaint within three working days. If you telephone, the Management Team will take full details of your complaint and decide how best to undertake the investigation. If the complaint is of a clinical nature the Partner who oversees the practice complaint procedure will be involved in the investigation. If the Doctor himself is the subject of the complaint, one of the other Partners will be the investigating Partner. We will inform you if investigation of the complaint requires your records to be seen by someone other than a member of the practice team.

It is important to us that complaints are dealt with swiftly, and we aim to give a written reply within 10 working days. Occasionally, if we need to make a lot of enquires and the people involved are away, it might take a little longer, but we will keep you informed. Following the written reply, we will arrange a meeting if you feel that further discussion is necessary. You may bring a friend or relative with you to the meeting.

**How do I complain on behalf of someone else?**
Please note, we have to adhere to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. Therefore, we will need signed consent from the person you are complaining on behalf of.

**When should I complain?**
Complaints should normally be made within six months of the date of the incident that caused the problem, or within six months of the date of discovery of the problem, provided it is within 12 months of the incident.

Occasionally, complaints will be investigated outside these time limits if there are good reasons why a complaint could not be made earlier.

**What will happen when I complain?**
Your complaint will be investigated as quickly as possible. An action plan and timescale will be agreed with you. The Surgery Manager will acknowledge a complaint within three working days but in the absence of the Surgery Manager another member of the Management Team will respond appropriately to the complainant. The type and complexity of the complaint will determine the time scale of the investigation. The complainant will be kept updated at appropriate intervals throughout the investigation. 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. The complainant will be kept updated when delays occur during the investigation and the reasons why.
We may offer a meeting to discuss the outcome of the investigation, particularly if there are any outstanding concerns. This part of the complaint procedure is called local resolution.

**If I still feel dissatisfied - what then?**
We will try to address your concerns fully, provide you with an explanation and discuss any action that may be required. We hope that at the end of the meetings you will feel satisfied we have dealt with the matter thoroughly.

However, if you remain dissatisfied with the response to your complaint, you have the right to ask the Healthcare Commission for an independent review of your case.  This should be done within six months of the letter informing you of the outcome of local resolution.

**Parliamentary and Health Service Ombudsman**

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)

Telephone: 0345 015 4033

**The Independent NHS Complaints Advocacy Service**

Telephone: 0300 343 7000

Website: [www.dorsetadvocacy.co.uk](http://www.dorsetadvocacy.co.uk/)

A free confidential service that advises and supports people who are complaining about the NHS. The service is independent of the NHS and is currently provided in Dorset, Poole and Bournemouth by Dorset Advocacy.

**NHS England - (NHS Commissioning Board)**

NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net with ‘For the attention of the complaints manager’ in the subject line.

Telephone: 0300 311 22 33

**Healthwatch**

Healthwatch Dorset, Freepost BH1902, 896 Christchurch Road, Bournemouth, BH7 6BR

In person: at any Citizens Advice Bureau in Dorset, Poole or Bournemouth.
Telephone: 0300 111 0102

Website: [www.healthwatchdorset.co.uk](http://www.healthwatchdorset.co.uk/)

**The Care Quality Commission**

Phone: 03000 616161

Website: [www.cqc.org.uk](http://www.cqc.org.uk/)

You can contact the CQC if you are unhappy with a service even when you don’t want to make a complaint.

Updated: August 2019

Next review: August 2021

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