Westbourne Medical Centre, Milburn Road, Westbourne, Bournemouth, BH4 9HJ
Tel no: 01202 752550

Practice Complaints Procedure

If you have a concern or complaint about the services that you have received from the doctors or any of the staff working in this Practice, please let us know. 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 and with the person concerned. 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 – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem, or within 12 months of you realising that you have something to complain about. A complaint may be verbally, in writing or electronically. Complaints should be addressed to:

Ashlea Rigler
Practice Manager
Westbourne Medical Centre
Bournemouth
BH4 9HJ
Tel. (01202) 752550
Email: patient.complaints@dorsetgp.nhs.uk

Alternatively, you may ask for an appointment to discuss your complaint. She will explain the complaints procedure to you and will make sure your concerns are dealt with promptly.

However, if you do not wish to complain directly to the Practice you can address your complaint to NHS Dorset;

NHS Dorset Customer Complaints Team
Vespasian House, Barrack Road, Dorchester, Dorset DT1 1TG
Direct tel.: 01305 368926
email: customer.careteam@nhsdorset.nhs.uk
Website: Feedback – NHS Dorset

What we will do

All complaints, written and verbal will be recorded and will be acknowledged in writing within 3 working days of receipt. We will also give you an indication of the timescale in which you can expect a response from us, which can take up to 12 weeks. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into our complaint we aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem
- Identify what we can do to make sure the problem doesn't happen again

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Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are not capable (because of illness) of providing this. If at any stage there is a need to disclose information in those records to a person other than a doctor, partner, deputy or employee of the doctor, the Practice Manager will notify the patient as necessary.

NHS Complaints Procedure

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 Atrium Health Centre, or NHS Dorset.
- 2nd stage: If, after complaining to either the Practice or the NHS Commissioning Board, you are still not satisfied that your complaint has been resolved satisfactorily, you may take your complaint to a Second Stage Review by contacting:

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel. 0345 015 4033, Email: phso.enquiries@ombudsman.org.uk
Website: http://www.ombudsman.org.uk

The Advocacy People

Independent Health Complaints Advocacy supports people who wish to make a complaint about their NHS care or treatment. You can contact them by calling 0330 440 9000. Their website can be found here: https://www.theadvocacypeople.org.uk/ They can provide telephone or face-to-face help for people who are dissatisfied with their experience of the NHS