

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

Our Aim at West Moors Village Surgery is to provide you with a high standard of medical treatment and care, and we are anxious to learn of any instances where you feel we have fallen short of this aim.

We welcome your comments, both positive and negative, as these let us know when we are doing things right for you, our patients, and show us where there is room for improvement.

This leaflet explains how you can make these suggestions; comments or complaints about services provided and/or staff members at West Moors Village Surgery.

### **Letters of Appreciation;**

If you are happy with the care you have received, or a service by any of our staff, please let us know.

Letters or emails can be sent to the Practice Manager, or any of the Doctors and are always appreciated.

### **Suggestions;**

If you have any suggestions for making changes or improvements to the way we provide our services, please complete the form on the website or write to or email the Practice Manager via [wm.gp@nhs.net](mailto:wm.gp@nhs.net)

### **Patient Participation Group;**

The Practice also has an active Patient Participation Group (PPG) who are involved with assisting the practice with ideas for improving the service the Practice provides for its patients.

If you are interested in joining this group please either visit our website to complete the online form or email the practice via [wm.gp@nhs.net](mailto:wm.gp@nhs.net)

### **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 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 couple of days as this will enable us to establish what happened more easily. If this is not possible please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaints should be addressed to the Practice Manager – telephone 01202 865800 or email [wm.gp@nhs.net](mailto:wm.gp@nhs.net)

Where your complaint is in writing, it will be acknowledged in writing within three working days of receipt by the practice. The complaint details will then be investigated by the practice and discussed in a meeting with the relevant parties. Following this investigation a response letter will be sent 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 confirmation that these have been completed, or the Practice is in the process of doing so.

### **Making a complaint on behalf of someone else;**

Please note that we adhere fully to the rules of medical confidentiality. Therefore if you are complaining on behalf of someone else you must have

their written permission to do so. Our complaints form contains a section which provides consent where necessary.

### **South West Advocacy Network;**

If you have a query or concern but are not sure if you want to make a complaint, or how to go about the process, you can speak to the South West Advocacy Network who will be happy to assist you in answering your queries or concerns.

Tel; 0333 447928

[Website; www.swanadvocacy.co.uk/dorset](http://www.swanadvocacy.co.uk/dorset)

### **NHS Complaints Procedure;**

We hope that if you have a problem you will use our In-house Complaints procedure and that the response you receive will be satisfactory. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

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](mailto:customer.careteam@nhsdorset.nhs.uk)

Website: [Feedback – NHS Dorset](#)

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;

- 1<sup>st</sup> stage; local resolution, either by West Moors Village Surgery, or NHS Dorset.
- 2<sup>nd</sup> stage (if you are not satisfied with response from stage 1); Parliamentary & Health Service Ombudsman (PHSO), Millbank Tower, Millbank, London, SW1P 4QP. Tel: 0345 015 4033  
Website: [Making a complaint | Parliamentary and Health Service Ombudsman \(PHSO\)](#)

#### Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help with advice;

- PALS; <http://www.dchft.nhs.uk/patients/patient-experience>
- Healthwatch; [www.healthwatch.co.uk](http://www.healthwatch.co.uk)
- The Advocacy People; <https://www.theadvocacypeople.org.uk>

#### Care Quality Commission;

The CQC does not manage individual complaints about GP's, however it can let them know about your experiences if you wish.

Phone: 03000 616161

email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Online form; [Complain about a service or provider - Care Quality Commission \(cqc.org.uk\)](#)

# How to make Comments, Suggestions and Complaints



WEST MOORS  
VILLAGE SURGERY

#### Our Promise to you;

At West Moors Village Surgery 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.

#### Practice Address;

Letters should be addressed to: The Practice Manager, West Moors Village Surgery, Vernon House, 164 Station Road, West Moors, Ferndown, BH22 0JB

Or email: [wm.gp@nhs.net](mailto:wm.gp@nhs.net)

or via the Practice website

[Homepage - West Moors Village Surgery \(wmvp.org.uk\)](http://www.wmvp.org.uk)

or ask for a complaints form at reception.