

Dr R Lewis  
Dr M Phillips  
Dr A Glover  
Dr A Stubbs  
Dr R de Uphaugh  
Dr C Higgins  
Dr R Trickey

## Queens Avenue Surgery

14 Queens Avenue  
DORCHESTER  
Dorset DT1 2EW  
Tel: 01305 262886  
Fax: 01305 250607

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

Email: [queensavenue.reception@dorsetgp.nhs.uk](mailto:queensavenue.reception@dorsetgp.nhs.uk)

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the practice, please let us know. We operate a complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

### Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### Send your written complaint to:

The Practice Manager  
Queens Avenue Surgery  
14 Queens Avenue  
Dorchester  
Dorset  
DT1 2EW

## **What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## **Complaining on behalf of someone else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

## **Recommended sources of advice and support**

We hope that if you have a problem that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us you can contact:

### **NHS Dorset ICB**

They can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS:

Postal Address: **NHS Dorset**  
Vespasian House  
Barrack Road  
Dorchester  
DT1 1TG

Tel: 01305 368926  
Email: [customer.careteam@nhsdorset.nhs.uk](mailto:customer.careteam@nhsdorset.nhs.uk)  
Website: [www.nhsdorset.nhs.uk](http://www.nhsdorset.nhs.uk)

### **The Advocacy People**

If you need help pursuing your complaint, you may wish to contact the **Advocacy People**. This is an independent organisation that represents the interests of patients. It provides free advice and support for people making a complaint. The organisation for your area is:

Postal Address: **The Advocacy People**  
PO Box 375  
Hastings  
East Sussex  
TN34 9HU

Tel: 0330 440 9000  
Email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)  
Text: 80800 starting message with PEOPLE

### **Parliamentary and Health Service Ombudsman**

The Ombudsman will normally only take on a complaint after you have first tried to resolve the issue with the surgery and have received a response from them. The Ombudsman believes the surgery should be given a chance to respond to your complaint and, where appropriate, try to put things right before they get involved.

Postal Address: **The Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **The Care Quality Commission**

The CQC is the independent health and adult social care regulator. Their job is to make sure health and social care services provide people with safe, effective, compassionate and high-quality care. They do that by monitoring, inspecting and regulating services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings to help people choose care. The CQC doesn't manage individual complaints about GPs and their services but you can still let them know about your experiences should you wish to do so. Contact details:

Tel: 03000 616 161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Online form at <http://www.cqc.org.uk/content/contact-us-using-our-online-form>

## **Healthwatch Dorset**

Healthwatch is the independent consumer champion created to gather and represent the views of the public. The aim of Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Although they cannot deal with individual complaints they can use your experience of the care you have received to help make services better in the future.

Postal address: Healthwatch Dorset  
The Bridge  
Chaseside  
Bournemouth  
BH7 7BX  
Tel: 0300 111 0102  
Email: [enquiries@healthwatchdorset.co.uk](mailto:enquiries@healthwatchdorset.co.uk)  
Online form: <https://healthwatchdorset.co.uk/contact-us/>

The practice Complaints Manager is:

Mrs Tracy Bowden

Email: [tracy.bowden@dorsetgp.nhs.uk](mailto:tracy.bowden@dorsetgp.nhs.uk)

Please note that complaints cannot be accepted via email as a signature is required. Please complete our complaints form.