

The Complaints Process – Lyme Bay Medical Practice

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Lyme Bay Medical Practice. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Practice Manager, but note this may need to be a booked appointment.

I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:

NHS Dorset

County Hall,
Colliton Park,
Dorchester,
Dorset
DT1 1XJ

Telephone: 01305 368900

customer.careteam@nhsdorset.nhs.uk

How can I make a complaint?

A complaint can be made verbally or in writing to the Practice Manager. A complaints form is [available on our website](#) and a printed form is also available from Reception. Additionally, you can complain via email to administrator.Lyme@dorsetgp.nhs.uk

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Practice Manager will acknowledge all complaints within three business days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Lyme Bay Medical Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Lyme Bay Medical Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Lyme Bay Medical Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

If you need help with your complaint Advocacy support is available from the following agencies

- [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
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

Final response

Lyme Bay Medical Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Further action

If you are dissatisfied with the outcome of your complaint from either NHS Dorset or this organisation, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can visit their website: www.ombudsman.org.uk, contact their helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk , or via post Millbank Tower, Millbank, London, SW1P 4QP. Further information about the Ombudsman is available at www.ombudsman.org.uk.