



COMMENTS, SUGGESTIONS, & COMPLAINTS

**The Alma Medical Centre
31 Alma Road
Winton
Bournemouth
BH9 1BP**

**Telephone: 01202 519311
Fax: 01202 548532**

Email: admin.alma@dorset.nhs.uk

SUGGESTIONS AND APPRECIATION

We welcome suggestions for improving our service and are always pleased if we receive feedback about something we have done well. Please place all comments in the suggestion box in reception.

MAKING A COMPLAINT

The NHS has a two stage complaints procedure, the first stage is local resolution by the Alma Partnership.

The second stage is via the Parliamentary & Health Service
Ombudsman:

Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033

The Alma Medical Centre takes complaints very seriously and if you feel you have a complaint about the service that you have received from the doctors or staff working at this practice please let us know.

We have a complaints procedure which is aimed at a quick resolution of problems and concerns. Please contact us as soon as possible to enable us to establish what has happened more easily. You may provide the information in two ways:-

- ◆ **In Person** - ask to speak to the Practice Manager or Deputy Practice Manager
- ◆ **In Writing** - please provide as much detail as possible and address your complaint to the Practice Manager—Mrs Beverly Lane.

We will acknowledge your complaint within three working days either orally or in writing and give you information on how the complaint will be handled and the likely timescale for investigation and responding to you. The response will include an explanation of how the complaint has been considered and the conclusions reached.

DORSET ADVOCACY SERVICE (contact details below) can provide independent help, support, information and advice if required.

Unit 13-15
Jubilee Court
Paceycombe Way
Poundbury
DT1 3AE

Telephone: 0300 343 7000

Email: enquiries@dorsetadvocacy.co.uk

Website: www.dorsetadvocacy.co.uk/advocacy/nhs-complaints/

We hope that any complaint you have about the Practice can be dealt with by those responsible for ensuring patient care and delivery of services within the Practice. There may be times when you feel this is inappropriate, or you may not be happy with the results of the complaints procedure. In these circumstances you have the right to approach the NHS Commissioning Board directly:

PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 2233

The Commissioning Board will then discuss your complaint with the practice.