

Comments, Suggestions and Complaints;

Our Aim at The Newman Practice 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 The Newman Practice.

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; Mrs Emma Bentley, 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 paper form from Reception). Alternatively details can be posted or emailed to the Practice Manager; Mrs Emma Bentley via reception.drnewman@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 for an application form or see one of the receptionists in your surgery.

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 Mrs Emma Bentley; Practice Manager (designated complaints manager); Telephone; 01202 338979 or email; reception.drnewman@nhs.net.

Where your complaint is in writing, it will be acknowledged in writing within three working days of receipt by the Practice Manager. The complaint details will then be investigated by the Practice Manager 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.

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 the Integrated Care Board (ICB) NHS Dorset;

NHS Dorset Customer Complaints team
[NHS Dorset, County Hall, Colliton Park, Dorchester, Dorset DT1 1XJ](#)

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.

If you have a data complaint, you may complain directly to the Information Commissioner's Office about a data breach.

There are two stages to the NHS Complaints Procedure;

- 1st stage; local resolution, either by The Newman Practice, or NHS Dorset.
- 2nd 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 Network;

You may also approach any of the following for help with advice;

- [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](#)
- [PHSO guidance](#) on using AI when writing a complaint

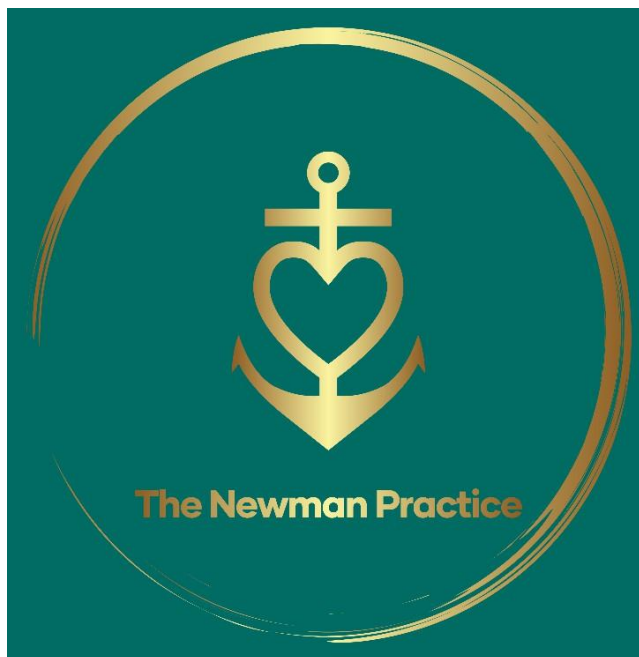
Care Quality Commission;

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

Phone: **03000 616161**

email: 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

Our Promise to you;

At The Newman Practice 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;

**Practice Manager, The Newman Practice, 36
Parkstone Road, Poole, BH15 2PG.**

Or email; reception.drnewman@nhs.net

or via the Practice website;

www.thenewmanpractice.uk

or ask for a complaints form at reception.