

The Health Service Ombudsman

The Health Service Ombudsman has published a booklet that describes the 'six principles for remedy' in relation to complaints handling and involves:

1. Getting it right
2. Being customer focused
3. Being open and accountable
4. Acting fairly and proportionately
5. Putting things right
6. Seeking continuous improvements

If you remain unhappy after everything has been done to try to resolve your concern or complaint, you have the right to approach the Ombudsman.

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Textphone: 0300 061 4298

Write: Parliamentary and Health Service Ombudsman
(PHSO)

Millbank Tower,
Millbank,
London
SW1P 4QP.

Website: www.ombudsman.org.uk

Dr Neale Jenkins
Dr Elaine Davenport
Dr Mark Every
Dr Fran Graña
897000
Dr Preethi Balachandran
897888

St Mary's Road
Ferndown
Dorset BH22 9HF
Telephone 01202

Fax 01202

COMPLAINTS AND SUGGESTIONS



The needs of sick people and their carers are complicated and not always easy to anticipate. As doctors, nurses and receptionists, we try to remember how stressful and worrying it is to be a patient - we too get stressed by the nature of the work and the long hours involved. If you tell us where problems have arisen it gives us the chance to try and put things right. We try to provide the best possible service, but sometimes things do go wrong. If you think this has happened in your case, please write to our practice manager, Mrs Nikki Long here at the surgery or via email (nikki.long@dorset.nhs.uk)

All complaints will be acknowledged within 3 working days and responded to following investigation within 10 working days.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and suggestions should be placed in the suggestions box in the waiting room or handed in to the receptionist on duty who will relay them to the Practice Manager.

Alternatively please use our feedback form, please ask at reception for one of these or visit our website (www.orchidhousesurgery.co.uk).

If you remain unhappy after the practice has tried to resolve your complaint...

You can approach NHS England, see contact details below:

Email: England.contactus@nhs.net

Contact Number: 0300 311 2233

If you are still not satisfied or confused and want free and independent advice you can also contact Healthwatch Dorset.

Healthwatch Dorset is an independent organisation that are there to represent the views of the people that use Health and Social Care services in the local area. They are completely separate from the NHS, the local authority, Commissioners and providers of services. Healthwatch Dorset is commissioned jointly by Dorset County Council and Poole & Bournemouth Borough Council.

Contact Number: 0300 111 0102

Website: www.healthwatchdorset.co.uk

Or you can write to them for free at:

Healthwatch Dorset,
Freepost BH1902,
896 Christchurch Road,
Bournemouth
BH7 6BR

