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## Suggestions .....

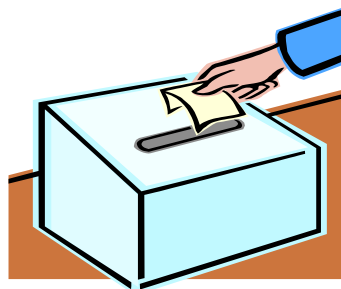
We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Please leave your suggestions in the box provided in the waiting room.

Alternatively send your suggestions to the Practice Manager Mrs Keeley Bruce, The Wellbridge Practice, Meadow Lane, Wool.

***Please note this box is for suggestions only and will NOT receive acknowledgment.***



*Thank you.*

# How to make Comments, Complaints, Compliments or Suggestions.



*Dr French, Dr Mugford &  
Dr Dennison*

**Tel: 01929 462376**

**How to make Comments, Complaints,  
Compliments or Suggestions.  
Last revised: 15.6.16**

The Wellbridge Practice, Wool Surgery,  
Meadow Lane, Wool. BH20 6DR

Phone: 01929 462376  
Reviewed : 24/05/2021



The Wellbridge Practice

Wool Surgery, Meadow Lane, Wool,  
Wareham, Dorset, BH20 6DR

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### **Comments, complaints, compliments and suggestions**

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

#### **Making a complaint**

If you have any complaints or concerns about the service you have received from the doctors or staff working for this practice, please let us know.

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**. Please let us have details of your complaint within 12 months of an incident happening or of becoming aware of the problem.

Our Practice Manager Mrs Keeley Bruce, will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

**By telephone** – ask to speak to Mrs Keeley Bruce. If she is not available in person arrangements can be made for her to telephone you at a mutually convenient time.

**In writing to the Practice**– some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Mrs Keeley Bruce as soon as possible or by email to

wellbridge.practice@nhs.net

#### **Direct to the NHS Commissioning Board**

- You may choose to make a complaint verbally, in writing or electronically to the NHS Commissioning Board rather than the practice.

Please see contact details opposite.

### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

If you choose to send us a written complaint we will acknowledge this within 3 working days and aim to have looked into your complaint within 10 working days of the date of our acknowledgement. If investigation of your complaint is likely to take longer than 10 working day we will keep you informed of progress. At the conclusion of our investigation we shall be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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

**Please note that we keep strictly to the rules of medical confidentiality.**

**If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.**

### **What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting

right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the NHS Commissioning Board if you feel you cannot raise your complaint with us OR you are dissatisfied with the way we are dealing with your complaint. In this case you should contact:

### **NHS COMMISSIONING BOARD**

In writing to:  
PO Box 16738, REDDITCH, B97 9PT.

By Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By Telephone: 0300 311 2233

If you remain dissatisfied with the response to your complaint, you have the right to ask the Health Service Ombudsman for England to review your case. You can contact them at the following address:

**Health Service Ombudsman for England Millbank Tower, Millbank, LONDON SW14 4QP**

### **COMPLIMENTS**

In addition to all of the above, of course we are always pleased to receive compliments. These will always be passed on to the person or persons mentioned.