

If you remain dissatisfied

If however you feel unable to meet to discuss the matter and you remain unhappy then you have the right of redress by asking for an independent review through the Parliamentary and Health Service Ombudsman (PHSO).

Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk

The complaints manager for the practice is :

Ms Natalie McCafferty

The lead GP for complaints is:

Dr Stephan Johannes

Help us to get it correct

As a practice we are constantly trying to improve our service to the patients. To do so we are happy to hear your comments and suggestions about your experience

Please inform us if you think we have dealt with the complaint well or if you have any further suggestions on how we could have improved the experience

For more information about our practice and our services please visit our website on:

<http://www.atriumhealth.nhs.uk/>

Atrium Health Centre

Complaints Procedure Leaflet

Atrium Health Centre
7 Weymouth Avenue
Dorchester DT1 1QR
Telephone: 01305 251545
Fax: 01305 269707

Crossways Surgery
Old Farm Way
Crossways
Telephone: 01305 854355
Fax: 01305 854492

Website
<http://www.atriumhealth.nhs.uk/>



Our Promise to you

Our aim is to provide you with the best quality of care and service at all time.

To help us achieve this as a practice we value the comments and suggestions received by our patients.

How to complain

If you have a complaint or concern about the service you have received, please inform us in writing, e-mail or by telephone

We hope that most problems can be sorted in a quick and efficient manner at the time they arise and with the people concerned.

If the problem cannot be resolved in this manner, please inform us of the problem as soon as possible, ideally within a few days or at most a few weeks. If this is not possible please inform us of the details within 12 months of the problem arising.

Complaining on behalf of someone else

Due to the nature of confidentiality we must be assured that you have permission to do so., written consent will be required unless there is incapacity with illness.

Complaints should be addressed to Mr Adrian Lowes or the Doctors.

Our Commitment to you

What we will do

We look to settle our complaints as soon as possible.

We shall acknowledge receipt of your complaint within ten working days and let you know how the matter will be investigated and then provide you with a full response. On investigation we shall aim to:

- Establish what happened and what went wrong
- Make it possible for you to discuss your concern with the people involved if you wish
- Make sure you receive an apology, where appropriate
- Identify what we can do to avoid the problem reoccurring

We aim to

When dealing with complaints we aim to get it right first time and ensure that we are patient focused, as well as being open, accountable and fair. We aim to seek continuous improvement.

Complaining to NHS England

We hope that if you have a problem you will use our practice complaints procedure.

We believe this will give us the best chance of resolving problems and give us an opportunity to improve our practice. This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us

Their contact details are:

NHS England

PO Box 16738

Redditch

B97 9PT

By email to: england.contactus@nhs.net

Please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays.)

Support and Advice

Should you need assistance with your complaint at any stage, you can contact the NHS Complaints Advocacy Service via their helpline: 0300 330 5454 or via their website www.nhscomplaintsadvocacy.org