

PRACTICE OPENING HOURS

Dorchester: Monday - Friday 8.00am - 6.30pm

Portesham: Monday - Friday 8.30am - 6.00pm

We also offer extended hours on Tuesday's
from 6.30pm-7.30pm at the Dorchester branch.

Dorchester Branch
Frederick Treves House
2 St John Way
Dorchester
Dorset
DT1 2FD
Tel : 01305 250989

Portesham Branch
Malthouse Meadows
Portesham
Dorset
DT3 4NS
Tel: 01305 871468



*Please scan this QR code to view
our website or go directly to
www.princeofwalessurgery.co.uk*



PRINCE OF WALES SURGERY

www.princeofwalessurgery.co.uk

COMPLIMENTS, CONCERNS & COMPLAINTS



At Prince of Wales Surgery, we are committed to providing safe, high-quality and compassionate care.

We welcome:

- **Compliments** - so we can celebrate good practice
- **Suggestions** - so we can improve
- **Concerns or complaints** - so we can put things right

Your feedback helps us learn and improve our services for everyone.

WHO CAN RAISE A CONCERN OR COMPLAINT

You can make a complaint if you:

- Are a patient at the practice
- Are a carer or relative
- Are raising a concern on behalf of someone else

If you are complaining on someone else's behalf, we will need the patient's written consent (unless you have legal authority, such as Power of Attorney).

CONFIDENTIALITY

All complaints are handled sensitively and confidentially.

- Complaint records are kept separate from medical records.
- Information will only be shared with those directly involved in investigating your concern.
- Raising a complaint will not affect the care or treatment you receive.

HOW TO PROVIDE FEEDBACK

We encourage you to speak to us as soon as possible so we can try to resolve any issues quickly.

You can:

Speak to a member of our team

Ask to speak with:

- Patient Services Lead
- Operations Manager
- Practice Business Manager

We will do our best to resolve concerns promptly, with an explanation, apology or action where appropriate.

Write to us

You can put your feedback in writing to:

Prince of Wales Surgery
2 Frederick Treves House
St John Way
Dorchester
Dorset
DT1 2FD

Email us

princeofwalessurgery@nhs.net

Alternatively, you can submit a compliment, concern or complaint via the forms on our website.
www.princeofwalessurgery.co.uk

WHAT HAPPENS NEXT

- We will acknowledge your complaint within 3 working days.
- We may contact you to clarify details or agree how you would like the complaint handled.
- We will agree a timeframe for a full response.
- We will keep you informed if the investigation takes longer than expected.

Our response will:

- Address the issues you raised
- Offer an explanation
- Provide an apology where appropriate
- Outline any actions taken or learning identified

We may also invite you to discuss the outcome further if helpful.

TIME LIMIT FOR MAKING A COMPLAINT

Complaints should usually be made within:

- 12 months of the incident, or
- 12 months of becoming aware of the issue

However, we may investigate older complaints where there is good reason for the delay.

IF YOU PREFER TO COMPLAIN TO THE COMMISSIONER

If you do not wish to complain directly to the practice, you can contact the organisation responsible for commissioning GP services:

NHS Dorset Integrated Care Board (ICB)

County Hall
Colliton Park
Dorchester
Dorset
DT1 1XJ

E-mail: customer.careteam@nhsdorset.nhs.uk
Tel: 01305 368900

INDEPENDENT SUPPORT AND ADVOCACY

You can get free, independent help with making a complaint from:

Healthwatch Dorset

Freepost BH1902
896 Christchurch Road
Bournemouth
BH7 6BR

Tel: 0300 111 0102
Website: www.healthwatchdorset.co.uk

You can also seek advice from your local Citizens Advice Service.

IF YOU REMAIN DISSATISFIED

If you are not satisfied after receiving our final response, you may refer your complaint to:

Parliamentary and Health Service Ombudsman

Citygate
Mosley Street
Manchester
M2 3HQ

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

The Ombudsman is independent of the NHS and the government.

SECONDARY AND COMMUNITY CARE COMPLAINTS

If your concern relates to hospital or specialist services, please contact the organisation directly.

For example:

Dorset County Hospital

Patient and Customer Services Team

Tel: 0800 783 8058

Email: PALs@dchft.nhs.uk

Dorset HealthCare Service

Complaints and PALS Team

Tel: 0800 5874997

Email: dhc.pals@nhs.net

HOW WE USE YOUR FEEDBACK

We:

- Share learning with our clinical and administrative teams
- Review policies and procedures
- Monitor themes and trends
- Use feedback to improve patient safety and experience

We are committed to being open, honest and accountable.

WORKING TOGETHER WITH OUR PATIENTS

We regularly review feedback from complaints, compliments, surveys and the Family & Friends Test.

We have included a You Said, We Did section on our website to regularly update patients on changes made in response to patient feedback.

ACCESSIBILITY AND SUPPORT

We can provide:

- Large print information
- Interpreter services
- Easy Read formats
- Additional support if needed

Please let us know how we can help.