



What is Help with NHS Complaints?

Our scheme covers Dorset, Bournemouth and Poole. It is free to everyone, children as well as adults, family carers as well as patients. We can help you with any complaint, as long as it relates to a service provided or funded by the National Health Service (NHS) in our area.

For example your complaint could be to do with:

- Your GP (family doctor)
- Your treatment in hospital
- NHS Opticians or Dentists
- Waiting times
- MRSA, Norovirus or other hospital infections
- The health service in prisons or police custody
- Dissatisfaction with the quality of care or lack of care received
- Fair access to specialist medicines and surgery

How will Help with NHS Complaints help me?

Please call us on 0360 343 7000. One of our team will listen to you, and suggest ways in which you can sort out your complaint. It is your choice what you do.

If you decide to make a formal complaint our team can help you to come up with the right wording for you, and tell you where to send your complaint.

Please note that we cannot help with:

- Legal advice or help in getting compensation for personal injury. We can signpost you to solicitors who may help with this.
- Grievances or disciplinary proceedings against health professionals.
- We do not investigate complaints.

If you find the phone difficult you can contact us by email or letter—see the next panel for details.



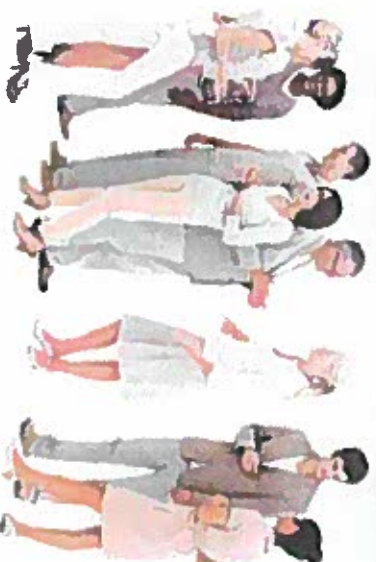
What if I need more help?

We will offer you free to free advocacy support if:

Your complaint is very complex
Your complaint is not quickly sorted out by the NHS

You have additional needs that means you cannot use our telephone support service

Our advocates can help you to prepare for local resolution and other meetings; they may support you, if you wish, at these meetings.



Dorset Advocacy has 20 years' experience of helping people to speak up to obtain their rights.

Dorset Advocacy
13-15 Jubilee Court
Paceycombe Way
Dorchester
DT1 3AE
nhscomplaints@dorsetadvocacy.co.uk
Reg. Charity No. 1096040

Our health is one of the most important things we have; we should expect the best from our NHS doctors and nurses, and others that look after our health.

But when something goes wrong it can be distressing, even devastating. We don't always know who to complain to, what to say or how to say it. Making a complaint can feel lonely and frustrating.

Dorset Advocacy: Help with NHS Complaints is a free and independent service that listens, offers support and representation to people who are unhappy about their experience with the NHS. You may already have started a complaint, or you may just be wondering what to do next; we may be able to help you.

This leaflet tells you more about Help with NHS Complaints, the NHS Complaints procedure, and how you can contact us.



What are the steps in the NHS Complaints Procedure?



If you are not satisfied with the NHS, you could first of all speak directly to the health professional concerned, or get help to do this from the local Patient Advice and Liaison service (PALS).

We can help you find your local PALS office.

If this does not help, or if you want to make a formal complaint straight away, write to the GP surgery or NHS Trust concerned. We can help you to do this.

If you are not happy with the response to your complaint you can ask for a local resolution meeting. We can support you at this meeting.

If the local resolution meeting does not resolve your complaint, you may take your case to the Health Ombudsman. We can help you to do this.

dorset
advocacy

Help with NHS Complaints

If you are not satisfied with your local NHS we offer free

- Information
- Support
- Advocacy

Tel. 0300 343 7000



Tel. 0300 343 7000

Fair treatment for you