

A D V O C A T E

## Advocacy Support

If you need independent support to help you with your complaint, you can contact:

**POhWER Support Centre**  
Tel: 0300 456 2370

**Advocacy People**  
Tel: 0330 440 9000

**Age UK**  
Tel: 0800 055 6112

**Local Council**  
Contact your local council for information on local advocacy services.

### Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank LONDON SW1P 4QP

Citygate, Mosley Street MANCHESTER M2 3HQ  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

# DOVE MEDICAL

[www.dovesurgery.co.uk](http://www.dovesurgery.co.uk)



## Patient Complaints Leaflet

Delivering NHS services with care, compassion, and commitment.

 60 Dovedale Road, Erdington, Birmingham, B23 5DD

 0121 465 5739

 [thedove.medicalpractice@nhs.net](mailto:thedove.medicalpractice@nhs.net)



# Talk to us

Every patient has the right to raise a concern or make a complaint about the care or treatment they have received at The Dove Medical Practice.

We recognise that sometimes things may not go as expected. By letting us know about any issues, you help us to learn, improve, and enhance our services for all patients.

# Who to Talk To

Many concerns can be resolved quickly and informally. Please feel free to speak to any member of our team — all staff are trained to listen and handle concerns appropriately.

If you prefer, you can also speak directly to our Patient Services Manager, who handles all verbal complaints:  
→ **Claire**

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England PO BOX 16738  
REDDITCH  
B97 9PT  
03003 112233  
england.contactus@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to **thedove.medicalpractice@nhs.net**

# Time frames for complaints:

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint

## Investigating Complaints

The Dove Medical Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

The Dove Medical Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

The Dove Medical Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## Final response

The Dove Medical Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.