

# Comments Complaints & Suggestions

## Making a complaint

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 that you have received from the doctors or staff working in the 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** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Within 6 months of the incident that caused the problem; or

Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

Our Practice Manager 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:

**In person** – ask to speak to the practice manager or Dr Urey or a GP in her absence

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

## What we shall do

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

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then 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.

All written complaint letter and the practice response will be anonymised and copies forwarded to the HSCB Complaints Department

## 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.

In the event that you do not wish to approach the Practice directly, please contact the Strategic Planning & Performance Group (SPPG) as they may act as 'Honest Broker'.

SPPG – Complaints Department  
12-22 Linenhall Street  
Belfast  
BT2 8BS  
Telephone: 028 9536 3893

If you remain dissatisfied, you may ask the NI Public Services Ombudsman to investigate your complaint. Although you can approach them at any time, they will not usually take on a case unless it has been through the practice complaints procedure first.

The NI Public Service Ombudsman  
33 Wellington Place  
Belfast  
BT1 6HN  
0800 343 424  
[nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

### **Help us get it right**

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

*Updated August 2023*

## **Complaints, Comments or Suggestions**

Dromara Surgery  
Begney Hill Road  
Dromara  
Co Down  
BT25 2AT

Telephone: 028 97532217

