



The Barcellos Family Practice
PATIENT COMPLAINT FORM

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager (you can use the attached form). He will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third-Party Consent Form is provided below.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations. This letter will have been reviewed by the Partners.

Complaints and the Use of Artificial Intelligence (AI)

We welcome feedback and complaints, and we want to understand your experience in your own words.

We are committed to handling complaints fairly, openly and compassionately, in line with the Parliamentary and Health Service Ombudsman's NHS Complaint Standards.

Some people choose to use Artificial Intelligence (AI) tools to help write complaints or emails. We understand that these tools can be helpful in organising thoughts or expressing concerns.

However, AI-generated text can sometimes:

- include information that is inaccurate or not relevant;
- use overly formal or legal language;
- make complaints longer or more complex than necessary; or
- make it harder for us to clearly understand your personal experience.

This can occasionally delay our review or mean we need to contact you to clarify the details before we can respond fully.

The most helpful complaints are usually clear and concise, and explain:

- what happened;
- when it happened;
- how it affected you; and
- what you would like us to do to resolve the matter.

A short explanation in your own words is often more helpful than a long or highly formal letter.

If you choose to use AI tools, we recommend that you:

- check the wording carefully to ensure it reflects your own experience;
- remove any information that is inaccurate or not relevant; and
- take care when including sensitive personal information.

Please be aware that some AI tools may store or use information entered into them. For further guidance on using AI to support a complaint, you may find this resource from the Parliamentary and Health Service Ombudsman helpful: [Using AI tools to help your complaint](#)

If you need support to make a complaint—for example due to language needs, disability, learning disability, or mental health or communication difficulties—please let us know. We will do our best to support you in a way that works for you.

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

NHS England:

NHS (Commissioning Board) England

PO Box 16738

REDDITCH

B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

For local advice contact Healthwatch Dorset:

Healthwatch Dorset Freepost BH1 902

896 Christchurch Road

Bournemouth

BH7 6BR

Tel: 0300 111 0102

www.healthwatchdorset.co.uk

For the Parliamentary and Health Service Ombudsman:

Millbank Tower

30 Millbank

Westminster

London

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

The Complaint Form is on the next page

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COMPLAINT FORM

Patient Full Name:

Date of Birth:

Address:

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Complaint details: (Include dates, times, and names of practice personnel, if known)

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SIGNED..... Print name.....

(Continue overleaf if necessary)

PATIENT THIRD-PARTY CONSENT

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until.....(insert date)

Signed: (Patient only)

Date: