Advocacy

An advocate is a person who supports you to express your views and wishes and to stand up for your rights. Further information about local advocacy services that may be able to assist you with making a complaint is available at:

- POhWER. Tel: 03004562370. www.pohwer.net
- Advocacy People. Tel: 0330 440 9000. www.theadvocacypeople.org.uk
- Voiceability. Tel: 03003031660. www.voiceability.org

General feedback

If you do not have a complaint but wish to provide feedback about your experience of the practice this can be done directly through our website by selecting the feedback icon, at: www.bosmerepractice.co.uk, or by contacting the Patient Participation Group (PPG) or by completing a friends and family feedback form, digitally or a paper copy which is available from reception.

Opening Hours

Monday to Friday	08:00-12:30,13:30-18:30
Saturday	Closed
Sunday	Closed

Contact Us

Routine Appointments / Queries / Home Visits

Phone: **02392 476941**

Emergencies

(Monday to Friday 0800 to 18.30)

Phone: **02392 482148**

Website: www.bosmerepractice.co.uk

The Bosmere Medical Practice
Bosmere Medical Centre, Solent Road, Havant, Hampshire, PO9 1DQ



The Bosmere Medical Practice

Making a complaint

Updated October 2024

Every patient has a right to make a complaint about the treatment or care they have received at The Bosmere Medical Practice.
We understand that we may not always get it right and telling us about the problem enables us to review our services and implement improvements.
Most complaints can be resolved at a local level. Our staff are trained to handle complaints.

Time frames for complaints

The time constraint for making a complaint is 12 months from the occurrence of the incident or 12 months from when you became aware of the incident about which you wish to complain.
You will receive an acknowledgement to your complaint within three working days which will either be a verbal receipt from the member of staff taking the complaint or via digital acknowledgement if made online or via email.
We will aim to investigate and respond to your complaint as quickly as possible, but we will provide regular updates should our investigation or response be taking longer than we would expect.

How to complain

To effectively investigate your complaint, it is helpful to us if you can provide as much detail as possible about your complaint and any desired resolution. You can complain verbally or in writing. A complaints form is available from reception. Additionally, you can make a complaint directly through our website by selecting the complaint icon, at www.bosmerepractice.co.uk, or by speaking with a member of our staff who will document the complaint for you. Complaints will then be passed to a manager who will investigate the complaint before responding.

If for any reason you do not wish to make your complaint directly to the practice, then you can contact the Southeast Complaints Hub, who will investigate on your behalf:
NHS Frimley ICB
King Edward VII Hospital
St Leonards Road
Windsor
SL4 3DP
Tel: 0300 561 0290
Email:
Frimleyicb.southeastcomplaints@nhs.net.

Investigating complaints

The Bosmere Medical Practice will investigate all complaints in conjunction with any current legislation or guidance. All complaints will be investigated with the upmost confidentiality. Investigation may involve review of your medical record, reviewing recordings of any telephone calls or speaking with staff or employees of the practice. If further information is required from yourself then the investigating manager will contact you directly.

All written responses from the practice are final but should you feel dissatisfied with the investigation or response, you can further complain by escalating your complaint to the Parliamentary Health Service Ombudsman (PHSO) at:
Citygate
Moseley Street
Manchester
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk