



THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

What to do if you are not happy with the doctor

	<p>We want you to be happy with the doctor.</p>
	<p>Do tell us if we did a good job. Or tell us if we could have done something better.</p>
	<p>If you are not happy, you can complain. This is when you say you are not happy with the doctor.</p>
	<p>Ask the staff if you are not sure how to complain. They will help.</p>
	<p>The doctor will try to fix the problem.</p>

How to complain



Tell us what happened as soon as possible so we can help.



You can complain at the doctor's practice building.



Or you can complain on the phone. Dial **01962 828715**.



Or you can fill in the form at the end of this leaflet with a pen or on the computer.



You can ask someone to help you with the questions.



They can post or email the form too.



It is fine if you are not sure about any of the questions.

Who can help you to complain



A family member or a friend



A social worker if you have one



The Citizen's Advice Bureau

Phone **03444 111306**



A person called an advocate at Solent Mind.

Phone **02380 611301**

**General
Medical
Council**

The General Medical Council in very serious cases.

Phone **01619 236602**

What will happen after you complain



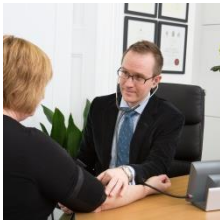
We might ask you some more questions about what happened.



We will try to work out what went wrong.



We will tell you what we will do next.



We will try to fix the problem. We might need to speak to other people if it will help. Sending us the form means you agree to this



We will let you know what happens.

We will learn lessons for the future.

The start of the form is next

Complaints form page 1



Why are you not happy with the doctor or the team?

What happened?



What do you think the doctor or the team did wrong?



Complaints form page 2



How are you feeling about what happened?

How could the doctor or the team make things right?

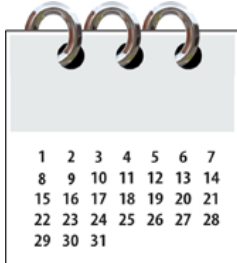


Have you told anyone else what happened? Who else was there?

Who else did you tell?



Complaints form page 3



When did you see the doctor?



Who was the doctor?

Dr Nicholas Hiller



Dr Sharon Rachman



Dr Jamie Coutts Donald



Complaints form page 4



What is your name?








What is your phone number?



What is your email address?



Complaints form page 5

	<p>How would you like us to reply and give you information?</p> <p>Tick the red circle for all the options you prefer.</p>	
	<p>Using easy words and pictures?</p>	<input type="checkbox"/>
	<p>On the phone?</p>	<input type="checkbox"/>
	<p>Using big writing?</p>	<input type="checkbox"/>
	<p>Using text messages?</p>	<input type="checkbox"/>
	<p>Using email?</p>	<input type="checkbox"/>
	<p>Anything else? Tell us here:</p>	<input type="checkbox"/>

Where to send the form



Please put this form in an envelope



You need to put a stamp on the envelope



Write this address on the envelope:

Practice Manager
Walcote Health Ltd
Southgate Chambers
37-39 Southgate Street
Winchester, Hampshire
SO23 9EH



Post the form or email it to:

info@thewalcoteppractice.co.uk



If you have any questions then:

- phone **01962 828715**
- email info@thewalcoteppractice.co.uk
- write to the postal address above

References

- *GMC easy read publications, Going to see the doctor, What Should Happen, Code: GMC/GTD-ER/1014*
- *GMC easy read publications, What to do if you are not happy with your doctor, Code: GMC/CAD-ER/0714*
- *The Walcote Practice Patient Leaflet*
- *The Walcote Practice Complaints Procedure*
- *The Walcote Practice Complaints, Suggestions & Compliments Form*