

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Wareham Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

FAO The Complaints Manager, NHS England, PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 22 33 – Mon to Fri 8am to 6pm
england.contactus@nhs.net

Healthwatch Dorset
Tel: 0300 111 0102
<https://healthwatchdorset.co.uk>

NHS Dorset Clinical Commissioning Group
<https://www.dorsetccg.nhs.uk>
Tel: 01305 368900

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:
<http://www.cqc.org.uk>

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on www.nhs.uk and search for “*PALS services in your area*”

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on

<https://nhscomplaintsadvocacy.org>

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman’s Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Wareham Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr James Bennett
Dr Tracy Crickmore
Dr Mark Williams
Dr Alastair Ward
Dr Alastair McPhail
Dr Ann Marshall
Dr Nathan Francis
Dr Hannah Francis
Jenny Whittle

Please Take a Copy

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