

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 NHS Dorset:

[NHS Dorset Customer Complaints Team](#)
[Vespasian House, Barrack Road, Dorchester, Dorset DT1 1TG](#) Direct tel: 01305 368926
Email: customer.careteam@nhsdorset.nhs.uk
Website: [Feedback – NHS Dorset](#)

There are two stages to the NHS Complaints Procedure;

- 1st stage; local resolution, either by Wareham Surgery or NHS Dorset.
- 2nd stage (if you are not satisfied with the response from stage 1)
Parliamentary & Health Service Ombudsman (PHSO), Millbank Tower, Millbank, London, SW1P 4QP. Tel: 0345 015 4033
Website: [Making a complaint | Parliamentary and Health Service Ombudsman \(PHSO\)](#)

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*”.

THE ADVOCACY PEOPLE

The Advocacy People is a charity that offers support to people; please visit their website.

<https://www.theadvocacypeople.org.uk>

CARE QUALITY COMMISSION

The CQC does not manage individual complaints about GPs, however you can let them know about your experiences if you wish.

Phone: 03000 616161

Email: enquiries@cqc.org.uk

Online form; [Complain about a service or provider - Care Quality Commission \(cqc.org.uk\)](#)

Wareham Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr James Bennett
Dr Tracy Crickmore
Dr Alastair Ward
Dr Alastair McPhail
Dr Ann Marshall
Dr Nathan Francis
Dr Hannah Francis
Dr Samantha Owen
Dr Rebecca Hughes
Jenny Whittle

Please Take a Copy

(Revised November 2023)

