

## 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](#)  
County Hall, Colliton Park, Dorchester, Dorset,  
DT1 1XJ Direct tel: 01305 368926  
Email: [customer.careteam@nhsdorset.nhs.uk](mailto:customer.careteam@nhsdorset.nhs.uk)  
Website: [Feedback – NHS Dorset](#)

There are two stages to the NHS Complaints Procedure;

- 1<sup>st</sup> stage; local resolution, either by Wareham Surgery or NHS Dorset.
- 2<sup>nd</sup> 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](http://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](mailto: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 Alastair McPhail  
Dr Ann Marshall  
Dr Nathan Francis  
Dr Hannah Francis  
Dr Samantha Owen  
Dr Rebecca Hughes

**Please Take a Copy**

(Revised June 2025)

