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
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 Alastair McPhail
Dr Ann Marshall
Dr Nathan Francis
Dr Hannah Francis
Dr Samantha Owen

Please Take a Copy

(Revised April 2026)

LET THE PRACTICE KNOW YOUR VIEWS

Wareham Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET OR GOING TO OUR WEBSITE
www.warehamsurgery.nhs.uk/friends-and-family-test

Could you easily get through on the telephone?

- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance, please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Marianne Hunter, Practice Manager, who will try to resolve the issue and offer you further advice on the complaint procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible (ideally within a matter of days). This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINTS & COMMENTS FORM

Name .....

Address.....
.....
.....
.....

Tel. No. .....

Details of Complaint
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Signed.....