

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Swanage Medical Practice 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 bodies:

***Details of Patient Advisory Liaison Service (PALS):
Swanage Hospital, Queens Road, Swanage, Dorset,
Tel: 08005874997***

***Healthwatch Dorset, The Bridge, Chaseside,
Bournemouth, BH7 7BX Tel: 03001110102***

***Dorset CCG, NHS England, PO Box 16738, Redditch,
B979PT Tel: 03003112233***

PALS, ICAS and 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"

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found at:
13-15 Jubilee Court
Paceycombe Court
Poundbury
Dorchester DT1 3AE
enquiries@dorsetadvocacy.co.uk
01305251033

OMBUDSMAN

If you have not received a satisfactory response from this Practice you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

www.ombudsman.org.uk

0345 015 4033 or Textphone (Minicom): 0300 061 4298 Or <http://www.ombudsman.org.uk>

SWANAGE MEDICAL PRACTICE Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr J C D Clark
Dr W Heard
Dr L Watson
Dr C Hombersley
Dr K Evans
Dr M Law
Dr K Qureshi
Dr A Mcintosh

Salaried GP

Dr S Basham
Dr B Law

Please take a copy

22/3/2021

