

## 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:

### NHS England

[England.contactus@nhs.net](mailto:England.contactus@nhs.net) FAO Complaints Manager  
Call 0300 311 22 33 – Mon to Fri 8am – 6pm

### Healthwatch

For free independent information or advice or to make a comment about local health services contact

## CONTACTING THE CARE QUALITY COMMISSION

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

## 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](mailto:enquiries@dorsetadvocacy.co.uk)  
01305251033

## OMBUDSMAN

If you have not received a satisfactory response from this Practice, your local Clinical Commissioning Group or NHS England, 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](http://www.ombudsman.org.uk)

0345 015 4033 or Textphone: 0300 061 4298

**Swanage** **NHS**  
**Medical Practice**

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

**PARTNERS**  
Dr W Heard  
Dr C Hombersley  
Dr K Evans  
Dr A McIntosh  
Dr M Law  
Dr K Qureshi

Salaried GP  
Dr S Basham  
Dr B Law  
Dr L Arthur

**Please take a copy**  
**28/03/2022**

